

**State Plan for the State Vocational Rehabilitation Services Program  
and  
State Plan Supplement for the State Supported Employment Services Program**

**Missouri Division of Vocational Rehabilitation - Dept of Elemen and Sec Edu State Plan  
for Fiscal Year 2011 (submitted FY 2010)**

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## **Footnotes**

[1]

Required annually except for agencies that are independent commissions do not provide this attachment.

[2]

Required only of agencies requesting, or previously granted, a Waiver of Statewideness.

[3]

The following attachments should be submitted whenever the information needs to be updated.

[4]

The following attachments require annual updating and must be submitted each year.

[5]

Required Annually for All Agencies on an Order of Selection

## **State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program**

**Missouri Division of Vocational Rehabilitation - Dept of Elemen and Sec Edu State Plan  
for Fiscal Year 2011 (submitted FY 2010)**

### **Section 1: State Certifications**

1.1 The (enter the name of designated state agency or designated state unit below)...

Department of Elementary and Secondary Education

... is authorized to submit this State Plan under Title I of the Rehabilitation Act of 1973, as amended [1] and its supplement under Title VI, Part B, of the Rehabilitation Act [2].

1.2 As a condition for the receipt of federal funds under Title I, Part B, of the Rehabilitation Act for the provision of vocational rehabilitation services, the... (enter the name of the designated state agency below ) [3]

Department of Elementary and Secondary Education

... agrees to operate and administer the State Vocational Rehabilitation Services Program in accordance with the provisions of this State Plan [4], the Rehabilitation Act, and all applicable regulations [5], policies and procedures established by the secretary. Funds made available under Section 111 of the Rehabilitation Act are used solely for the provision of vocational rehabilitation services under Title I of the Rehabilitation Act and the administration of the State Plan for the vocational rehabilitation services program.

1.3 As a condition for the receipt of federal funds under Title VI, Part B, of the Rehabilitation Act for supported employment services, the designated state agency agrees to operate and administer the State Supported Employment Services Program in accordance with the provisions of the supplement to this State Plan [6], the Rehabilitation Act and all applicable regulations [7], policies and procedures established by the secretary. Funds made available under Title VI, Part B, are used solely for the provision of supported employment services and the administration of the supplement to the Title I State Plan.

Yes

1.4 The designated state agency and/or the designated state unit has the authority under state law to perform the functions of the state regarding this State Plan and its supplement.

Yes

1.5 The state legally may carry out each provision of the State Plan and its supplement.

Yes

1.6 All provisions of the State Plan and its supplement are consistent with state law.

Yes

1.7 The (enter title of state officer below)

Yes

Commissioner of Education

... has the authority under state law to receive, hold and disburse federal funds made available under this State Plan and its supplement.

1.8 The (enter title of state officer below)...

Yes

Commissioner of Education

... has the authority to submit this State Plan for vocational rehabilitation services and the State Plan supplement for supported employment services.

1.9 The agency that submits this State Plan and its supplement has adopted or otherwise formally approved the plan and its supplement.

Yes

State Plan Certified By

As the authorized signatory identified above, I hereby certify that I will sign, date and retain in the files of the designated state agency/designated state unit Section 1 of the Preprint, and separate Certification of Lobbying forms (Form ED-80-0013; available at <http://www.ed.gov/fund/grant/apply/appforms/ed80-013.pdf>) for both the vocational rehabilitation and supported employment programs.

Signed?

Yes

Name of Signatory

Chris L. Nicastro Ph.D.

Title of Signatory

Commissioner of Education

Date Signed (mm/dd/yyyy)

06/16/2010

Assurances Certified By

The designated state agency and/or the designated state unit provide the following assurance(s) in connection with the approval of the State Plan for FY 2011

No

Comments:

Signed?

Name of Signatory

Title of Signatory

Date Signed (mm/dd/yyyy)

\* The signatory of the assurance with the authority to execute and submit the State Plan will maintain a signed copy of the assurance(s) with the signed State Plan.

## Section 1 Footnotes

[1] Public Law 93 112, as amended by Public Laws 93 516, 95 602, 98 221, 99 506, 100-630, 102-569, 103-073, and 105-220.

[2] Unless otherwise stated, "Rehabilitation Act" means the Rehabilitation Act of 1973, as amended.

[3] All references in this plan to "designated state agency" or to "the state agency" relate to the agency identified in this paragraph.

[4] No funds under Title I of the Rehabilitation Act may be awarded without an approved State Plan in accordance with Section 101(a) of the Rehabilitation Act and 34 CFR part 361.

[5] Applicable regulations include the Education Department General Administrative Regulations (EDGAR) in 34 CFR Parts 74, 76, 77, 79, 80, 81, 82, 85 and 86 and the State Vocational Rehabilitation Services Program regulations in 34 CFR Part 361.

[6] No funds under Title VI, Part B, of the Rehabilitation Act may be awarded without an approved supplement to the Title I State Plan in accordance with Section 625(a) of the Rehabilitation Act.

[7] Applicable regulations include the EDGAR citations in footnote 5, 34 CFR Part 361, and 34 CFR Part 363.

## Section 2: Public Comment on State Plan Policies and Procedures

### **2.1 Public participation requirements. (Section 101(a)(16)(A) of the Rehabilitation Act; 34 CFR 361.10(d), .20(a), (b), (d); and 363.11(g)(9))**

#### *(a) Conduct of public meetings.*

The designated state agency, prior to the adoption of any substantive policies or procedures governing the provision of vocational rehabilitation services under the State Plan and supported employment services under the supplement to the State Plan, including making any substantive amendments to the policies and procedures, conducts public meetings throughout the state to provide the public, including individuals with disabilities, an opportunity to comment on the policies or procedures.

#### *(b) Notice requirements.*

The designated state agency, prior to conducting the public meetings, provides appropriate and sufficient notice throughout the state of the meetings in accordance with state law governing public meetings or, in the absence of state law governing public meetings, procedures developed by the state agency in consultation with the State Rehabilitation Council, if the agency has a council.

#### *(c) Special consultation requirements.*

The state agency actively consults with the director of the Client Assistance Program, the State Rehabilitation Council, if the agency has a council and, as appropriate, Indian tribes, tribal organizations and native Hawaiian organizations on its policies and procedures governing the provision of vocational rehabilitation services under the State Plan and supported employment services under the supplement to the State Plan.

### **Section 3: Submission of the State Plan and its Supplement**

#### **3.1 Submission and revisions of the State Plan and its supplement. (Sections 101(a)(1), (23) and 625(a)(1) of the Rehabilitation Act; Section 501 of the Workforce Investment Act; 34 CFR 76.140; 361.10(e), (f), and (g); and 363.10)**

*(a) The state submits to the commissioner of the Rehabilitation Services Administration the State Plan and its supplement on the same date that the state submits either a State Plan under Section 112 of the Workforce Investment Act of 1998 or a state unified plan under Section 501 of that Rehabilitation Act.*

*(b) The state submits only those policies, procedures or descriptions required under this State Plan and its supplement that have not been previously submitted to and approved by the commissioner.*

*(c) The state submits to the commissioner, at such time and in such manner as the commissioner determines to be appropriate, reports containing annual updates of the information relating to the:*

- 1. comprehensive system of personnel development;*
- 2. assessments, estimates, goals and priorities, and reports of progress;*
- 3. innovation and expansion activities; and*
- 4. other updates of information required under Title I, Part B, or Title VI, Part B, of the Rehabilitation Act that are requested by the commissioner.*

*(d) The State Plan and its supplement are in effect subject to the submission of modifications the state determines to be necessary or the commissioner requires based on a change in state policy, a change in federal law, including regulations, an interpretation of the Rehabilitation Act by a federal court or the highest court of the state, or a finding by the commissioner of state noncompliance with the requirements of the Rehabilitation Act, 34 CFR 361 or 34 CFR 363.*

#### **3.2 Supported Employment State Plan supplement. (Sections 101(a)(22) and 625(a) of the Rehabilitation Act; 34 CFR 361.34 and 363.10)**

*(a) The state has an acceptable plan for carrying out Part B, of Title VI of the Rehabilitation Act that provides for the use of funds under that part to supplement funds made available under Part B, of Title I of the Rehabilitation Act for the cost of services leading to supported employment.*

*(b) The Supported Employment State Plan, including any needed annual revisions, is submitted as a supplement to the State Plan.*

### **Section 4: Administration of the State Plan**

#### **4.1 Designated state agency and designated state unit. (Section 101(a)(2) of the Rehabilitation Act; 34 CFR 361.13(a) and (b))**

*(a) Designated state agency.*

1. There is a state agency designated as the sole state agency to administer the State Plan or to supervise its administration in a political subdivision of the state by a sole local agency.
2. The designated state agency

The designated state agency is:

- A. a state agency that is primarily concerned with vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities; or
- B. **X** a state agency that is not primarily concerned with vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities and includes a vocational rehabilitation unit as provided in paragraph (b) of this section.
3. In American Samoa, the designated state agency is the governor.

*(b) Designated state unit.*

1. If the designated state agency is not primarily concerned with vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities, in accordance with subparagraph 4.1(a)(2)(B) of this section, the state agency includes a vocational rehabilitation bureau, division or unit that:
  - A. is primarily concerned with vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities and is responsible for the administration of the designated state agency's vocational rehabilitation program under the State Plan;
  - B. has a full-time director;
  - C. has a staff, at least 90 percent of whom are employed full-time on the rehabilitation work of the organizational unit; and
  - D. is located at an organizational level and has an organizational status within the designated state agency comparable to that of other major organizational units of the designated state agency.
2. The name of the designated state vocational rehabilitation unit is

Missouri Division of Vocational Rehabilitation

**4.2 State independent commission or State Rehabilitation Council. (Sections 101(a)(21) and 105 of the Rehabilitation Act; 34 CFR 361.16 and .17)**

The State Plan must contain one of the following assurances.

*(a) The designated state agency is an independent state commission that:*

1. is responsible under state law for operating or overseeing the operation of the vocational rehabilitation program in the state and is primarily concerned with the vocational

rehabilitation or vocational and other rehabilitation of individuals with disabilities in accordance with subparagraph 4.1(a)(2)(A) of this section.

2. is consumer controlled by persons who:
  - A. are individuals with physical or mental impairments that substantially limit major life activities; and
  - B. represent individuals with a broad range of disabilities, unless the designated state unit under the direction of the commission is the state agency for individuals who are blind;
3. includes family members, advocates or other representatives of individuals with mental impairments; and
4. undertakes the functions set forth in Section 105(c)(4) of the Rehabilitation Act and 34 CFR 361.17(h)(4).

or

*(b) X The state has established a State Rehabilitation Council that meets the criteria set forth in Section 105 of the Rehabilitation Act, 34 CFR 361.17 and the designated state unit*

1. jointly with the State Rehabilitation Council develops, agrees to and reviews annually state goals and priorities and jointly submits to the commissioner annual reports of progress in accordance with the provisions of Section 101(a)(15) of the Rehabilitation Act, 34 CFR 361.29 and subsection 4.11 of this State Plan;
2. regularly consults with the State Rehabilitation Council regarding the development, implementation and revision of state policies and procedures of general applicability pertaining to the provision of vocational rehabilitation services;
3. includes in the State Plan and in any revision to the State Plan a summary of input provided by the State Rehabilitation Council, including recommendations from the annual report of the council described in Section 105(c)(5) of the Rehabilitation Act and 34 CFR 361.17(h)(5), the review and analysis of consumer satisfaction described in Section 105(c)(4) of the Rehabilitation Act and 34 CFR 361.17(h)(4), and other reports prepared by the council and the response of the designated state unit to the input and recommendations, including explanations for rejecting any input or recommendation; and
4. transmits to the council:
  - A. all plans, reports and other information required under 34 CFR 361 to be submitted to the commissioner;
  - B. all policies and information on all practices and procedures of general applicability provided to or used by rehabilitation personnel in carrying out this State Plan and its supplement; and

- C. copies of due process hearing decisions issued under 34 CFR 361.57, which are transmitted in such a manner as to ensure that the identity of the participants in the hearings is kept confidential.

*(c) If the designated state unit has a State Rehabilitation Council, Attachment 4.2(c) provides a summary of the input provided by the council consistent with the provisions identified in subparagraph (b)(3) of this section; the response of the designated state unit to the input and recommendations; and, explanations for the rejection of any input or any recommendation.*

#### **4.3 Consultations regarding the administration of the State Plan. (Section 101(a)(16)(B) of the Rehabilitation Act; 34 CFR 361.21)**

The designated state agency takes into account, in connection with matters of general policy arising in the administration of the plan and its supplement, the views of:

*(a) individuals and groups of individuals who are recipients of vocational rehabilitation services or, as appropriate, the individuals' representatives;*

*(b) personnel working in programs that provide vocational rehabilitation services to individuals with disabilities;*

*(c) providers of vocational rehabilitation services to individuals with disabilities;*

*(d) the director of the Client Assistance Program; and*

*(e) the State Rehabilitation Council, if the state has a council.*

#### **4.4 Nonfederal share. (Sections 7(14) and 101(a)(3) of the Rehabilitation Act; 34 CFR 80.24 and 361.60)**

The nonfederal share of the cost of carrying out this State Plan is 21.3 percent and is provided through the financial participation by the state or, if the state elects, by the state and local agencies.

#### **4.5 Local administration. (Sections 7(24) and 101(a)(2)(A) of the Rehabilitation Act; 34 CFR 361.5(b)(47) and .15)**

The State Plan provides for the administration of the plan by a local agency. No  
If "Yes", the designated state agency:

*(a) ensures that each local agency is under the supervision of the designated state unit with the sole local agency, as that term is defined in Section 7(24) of the Rehabilitation Act and 34 CFR 361.5(b)(47), responsible for the administration of the vocational rehabilitation program within the political subdivision that it serves; and*

*(b) develops methods that each local agency will use to administer the vocational rehabilitation program in accordance with the State Plan.*



**4.6 Shared funding and administration of joint programs. (Section 101(a)(2)(A)(ii) of the Rehabilitation Act; 34 CFR 361.27)**

The State Plan provides for the state agency to share funding and administrative responsibility with another state agency or local public agency to carry out a joint program to provide services to individuals with disabilities. No

If "Yes", the designated state agency submits to the commissioner for approval a plan that describes its shared funding and administrative arrangement. The plan must include:

- (a) a description of the nature and scope of the joint program;*
- (b) the services to be provided under the joint program;*
- (c) the respective roles of each participating agency in the administration and provision of services; and*
- (d) the share of the costs to be assumed by each agency.*

**4.7 Statewide and waivers of statewide. (Section 101(a)(4) of the Rehabilitation Act; 34 CFR 361.25, .26, and .60(b)(3)(i) and (ii))**

**X** This agency is not requesting a waiver of statewide.

*(a) Services provided under the State Plan are available in all political subdivisions of the state.*

*(b) The state unit may provide services in one or more political subdivisions of the state that increase services or expand the scope of services that are available statewide under this State Plan if the:*

1. nonfederal share of the cost of these services is met from funds provided by a local public agency, including funds contributed to a local public agency by a private agency, organization or individual;
2. services are likely to promote the vocational rehabilitation of substantially larger numbers of individuals with disabilities or of individuals with disabilities with particular types of impairments; and
3. state, for purposes other than the establishment of a community rehabilitation program or the construction of a particular facility for community rehabilitation program purposes, requests in Attachment 4.7(b)(3) a waiver of the statewide requirement in accordance with the following requirements:
  - A. identification of the types of services to be provided;
  - B. written assurance from the local public agency that it will make available to the state unit the nonfederal share of funds;
  - C. written assurance that state unit approval will be obtained for each proposed service before it is put into effect; and

- D. written assurance that all other State Plan requirements, including a state's order of selection, will apply to all services approved under the waiver.

*(c) Contributions, consistent with the requirements of 34 CFR 361.60(b)(3)(ii), by private entities of earmarked funds for particular geographic areas within the state may be used as part of the nonfederal share without the state requesting a waiver of the statewideness requirement provided that the state notifies the commissioner that it cannot provide the full nonfederal share without using the earmarked funds.*

**4.8 Cooperation, collaboration and coordination. (Sections 101(a)(11), (24)(B), and 625(b)(4) and (5) of the Rehabilitation Act; 34 CFR 361.22, .23, .24, and .31, and 363.11(e))**

*(a) Cooperative agreements with other components of statewide work force investment system.*

The designated state agency or the designated state unit has cooperative agreements with other entities that are components of the statewide work force investment system and replicates those agreements at the local level between individual offices of the designated state unit and local entities carrying out the One-Stop service delivery system or other activities through the statewide work force investment system.

*(b) Cooperation and coordination with other agencies and entities.*

Attachment 4.8(b) (1)-(4) describes the designated state agency's:

1. cooperation with and use of the services and facilities of the federal, state, and local agencies and programs, including programs carried out by the undersecretary for Rural Development of the United States Department of Agriculture and state use contracting programs, to the extent that those agencies and programs are not carrying out activities through the statewide work force investment system;
2. coordination, in accordance with the requirements of paragraph 4.8(c) of this section, with education officials to facilitate the transition of students with disabilities from school to the receipt of vocational rehabilitation services;
3. establishment of cooperative agreements with private nonprofit vocational rehabilitation service providers, in accordance with the requirements of paragraph 5.10(b) of the State Plan; and,
4. efforts to identify and make arrangements, including entering into cooperative agreements, with other state agencies and entities with respect to the provision of supported employment and extended services for individuals with the most significant disabilities, in accordance with the requirements of subsection 6.5 of the supplement to this State Plan.

*(c) Coordination with education officials.*

1. Attachment 4.8(b)(2) describes the plans, policies and procedures for coordination between the designated state agency and education officials responsible for the public education of students with disabilities that are designed to facilitate the transition of the students who are individuals with disabilities from the receipt of educational services in school to the receipt of vocational rehabilitation services under the responsibility of the designated state agency.
2. The State Plan description must:
  - A. provide for the development and approval of an individualized plan for employment in accordance with 34 CFR 361.45 as early as possible during the transition planning process but, at the latest, before each student determined to be eligible for vocational rehabilitation services leaves the school setting or if the designated state unit is operating on an order of selection before each eligible student able to be served under the order leaves the school setting; and
  - B. include information on a formal interagency agreement with the state educational agency that, at a minimum, provides for:
    - i. consultation and technical assistance to assist educational agencies in planning for the transition of students with disabilities from school to postschool activities, including vocational rehabilitation services;
    - ii. transition planning by personnel of the designated state agency and the educational agency for students with disabilities that facilitates the development and completion of their individualized education programs under Section 614(d) of the Individuals with Disabilities Education Act;
    - iii. roles and responsibilities, including financial responsibilities, of each agency, including provisions for determining state lead agencies and qualified personnel responsible for transition services; and
    - iv. procedures for outreach to students with disabilities as early as possible during the transition planning process and identification of students with disabilities who need transition services.

*(d) Coordination with statewide independent living council and independent living centers.*

The designated state unit, the Statewide Independent Living Council established under Section 705 of the Rehabilitation Act and 34 CFR 364, and the independent living centers described in Part C of Title VII of the Rehabilitation Act and 34 CFR 366 have developed working relationships and coordinate their activities.

*(e) Cooperative agreement with recipients of grants for services to American Indians.*

1. There is in the state a recipient(s) of a grant under Part C of Title I of the Rehabilitation Act for the provision of vocational rehabilitation services for American Indians who are individuals with disabilities residing on or near federal and state reservations.
2. If "Yes", the designated state agency has entered into a formal cooperative agreement that meets the following requirements with each grant recipient in the state that receives funds under Part C of Title I of the Rehabilitation Act:
  - A. strategies for interagency referral and information sharing that will assist in eligibility determinations and the development of individualized plans for employment;
  - B. procedures for ensuring that American Indians who are individuals with disabilities and are living near a reservation or tribal service area are provided vocational rehabilitation services; and
  - C. provisions for sharing resources in cooperative studies and assessments, joint training activities, and other collaborative activities designed to improve the provision of services to American Indians who are individuals with disabilities.

**4.9 Methods of administration. (Section 101(a)(6) of the Rehabilitation Act; 34 CFR 361.12, .19 and .51(a) and (b))**

*(a) In general.*

The state agency employs methods of administration, including procedures to ensure accurate data collection and financial accountability, found by the commissioner to be necessary for the proper and efficient administration of the plan and for carrying out all the functions for which the state is responsible under the plan and 34 CFR 361.

*(b) Employment of individuals with disabilities.*

The designated state agency and entities carrying out community rehabilitation programs in the state, who are in receipt of assistance under Part B, of Title I of the Rehabilitation Act and this State Plan, take affirmative action to employ and advance in employment qualified individuals with disabilities covered under and on the same terms and conditions as set forth in Section 503 of the Rehabilitation Act.

*(c) Facilities.*

Any facility used in connection with the delivery of services assisted under this State Plan meets program accessibility requirements consistent with the provisions, as applicable, of the Architectural Barriers Rehabilitation Act of 1968, Section 504 of the Rehabilitation Act, the Americans with Disabilities Act of 1990 and the regulations implementing these laws.

**4.10 Comprehensive system of personnel development. (Section 101(a)(7) of the Rehabilitation Act; 34 CFR 361.18)**

Attachment 4.10 describes the designated state agency's procedures and activities to establish and maintain a comprehensive system of personnel development designed to ensure an adequate supply of qualified state rehabilitation professional and paraprofessional personnel for the designated state unit. The description includes the following:

*(a) Data system on personnel and personnel development.*

Development and maintenance of a system for collecting and analyzing on an annual basis data on qualified personnel needs and personnel development with respect to:

1. Qualified personnel needs.
  - A. The number of personnel who are employed by the state agency in the provision of vocational rehabilitation services in relation to the number of individuals served, broken down by personnel category;
  - B. The number of personnel currently needed by the state agency to provide vocational rehabilitation services, broken down by personnel category; and
  - C. Projections of the number of personnel, broken down by personnel category, who will be needed by the state agency to provide vocational rehabilitation services in the state in five years based on projections of the number of individuals to be served, including individuals with significant disabilities, the number of personnel expected to retire or leave the field, and other relevant factors.
2. Personnel development.
  - A. A list of the institutions of higher education in the state that are preparing vocational rehabilitation professionals, by type of program;
  - B. The number of students enrolled at each of those institutions, broken down by type of program; and
  - C. The number of students who graduated during the prior year from each of those institutions with certification or licensure, or with the credentials for certification or licensure, broken down by the personnel category for which they have received, or have the credentials to receive, certification or licensure.

*(b) Plan for recruitment, preparation and retention of qualified personnel.*

Development, updating on an annual basis, and implementation of a plan to address the current and projected needs for qualified personnel based on the data collection and analysis system described in paragraph (a) of this subsection and that provides for the coordination and facilitation of efforts between the designated state unit and institutions of higher education and professional associations to recruit, prepare and retain personnel who are qualified in accordance

with paragraph (c) of this subsection, including personnel from minority backgrounds and personnel who are individuals with disabilities.

*(c) Personnel standards.*

Policies and procedures for the establishment and maintenance of personnel standards to ensure that designated state unit professional and paraprofessional personnel are appropriately and adequately prepared and trained, including:

1. standards that are consistent with any national- or state-approved or recognized certification, licensing, registration, or, in the absence of these requirements, other comparable requirements (including state personnel requirements) that apply to the profession or discipline in which such personnel are providing vocational rehabilitation services.
2. To the extent that existing standards are not based on the highest requirements in the state applicable to a particular profession or discipline, the steps the state is currently taking and the steps the state plans to take in accordance with the written plan to retrain or hire personnel within the designated state unit to meet standards that are based on the highest requirements in the state, including measures to notify designated state unit personnel, the institutions of higher education identified in subparagraph (a)(2), and other public agencies of these steps and the time lines for taking each step.
3. The written plan required by subparagraph (c)(2) describes the following:
  - A. specific strategies for retraining, recruiting and hiring personnel;
  - B. the specific time period by which all state unit personnel will meet the standards required by subparagraph (c)(1);
  - C. procedures for evaluating the designated state unit's progress in hiring or retraining personnel to meet applicable personnel standards within the established time period; and
  - D. the identification of initial minimum qualifications that the designated state unit will require of newly hired personnel when the state unit is unable to hire new personnel who meet the established personnel standards and the identification of a plan for training such individuals to meet the applicable standards within the time period established for all state unit personnel to meet the established personnel standards.

*(d) Staff development.*

Policies, procedures and activities to ensure that all personnel employed by the designated state unit receive appropriate and adequate training. The narrative describes the following:

1. A system of staff development for professionals and paraprofessionals within the designated state unit, particularly with respect to assessment, vocational counseling, job placement and rehabilitation technology.
2. Procedures for the acquisition and dissemination to designated state unit professionals and paraprofessionals significant knowledge from research and other sources.

*(e) Personnel to address individual communication needs.*

Availability of personnel within the designated state unit or obtaining the services of other individuals who are able to communicate in the native language of applicants or eligible individuals who have limited English speaking ability or in appropriate modes of communication with applicants or eligible individuals.

*(f) Coordination of personnel development under the Individuals with Disabilities Education Act.*

Procedures and activities to coordinate the designated state unit's comprehensive system of personnel development with personnel development under the Individuals with Disabilities Education Act.

#### **4.11. Statewide assessment; annual estimates; annual state goals and priorities; strategies; and progress reports.**

(Sections 101(a)(15), 105(c)(2) and 625(b)(2) of the Rehabilitation Act; 34 CFR 361.17(h)(2), .29, and 363.11(b))

*(a) Comprehensive statewide assessment.*

1. Attachment 4.11(a) documents the results of a comprehensive, statewide assessment, jointly conducted every three years by the designated state unit and the State Rehabilitation Council (if the state has such a council). The assessment describes:
  - A. the rehabilitation needs of individuals with disabilities residing within the state, particularly the vocational rehabilitation services needs of:
    - i. individuals with the most significant disabilities, including their need for supported employment services;
    - ii. individuals with disabilities who are minorities and individuals with disabilities who have been unserved or underserved by the vocational rehabilitation program carried out under this State Plan; and
    - iii. individuals with disabilities served through other components of the statewide work force investment system.
  - B. The need to establish, develop or improve community rehabilitation programs within the state.

2. For any year in which the state updates the assessments, the designated state unit submits to the commissioner a report containing information regarding updates to the assessments.

*(b) Annual estimates.*

Attachment 4.11(b) identifies on an annual basis state estimates of the:

1. number of individuals in the state who are eligible for services under the plan;
2. number of eligible individuals who will receive services provided with funds provided under Part B of Title I of the Rehabilitation Act and under Part B of Title VI of the Rehabilitation Act, including, if the designated state agency uses an order of selection in accordance with subparagraph 5.3(b)(2) of this State Plan, estimates of the number of individuals to be served under each priority category within the order; and
3. costs of the services described in subparagraph (b)(1), including, if the designated state agency uses an order of selection, the service costs for each priority category within the order.

*(c) Goals and priorities.*

1. Attachment 4.11(c)(1) identifies the goals and priorities of the state that are jointly developed or revised, as applicable, with and agreed to by the State Rehabilitation Council, if the agency has a council, in carrying out the vocational rehabilitation and supported employment programs.
2. The designated state agency submits to the commissioner a report containing information regarding any revisions in the goals and priorities for any year the state revises the goals and priorities.
3. Order of selection.  
If the state agency implements an order of selection, consistent with subparagraph 5.3(b)(2) of the State Plan, Attachment 4.11(c)(3):
  - A. shows the order to be followed in selecting eligible individuals to be provided vocational rehabilitation services;
  - B. provides a justification for the order; and
  - C. identifies the service and outcome goals, and the time within which these goals may be achieved for individuals in each priority category within the order.
4. Goals and plans for distribution of Title VI, Part B, funds.  
Attachment 4.11(c)(4) specifies, consistent with subsection 6.4 of the State Plan supplement, the state's goals and priorities with respect to the distribution of funds



received under Section 622 of the Rehabilitation Act for the provision of supported employment services.

*(d) Strategies.*

1. Attachment 4.11(d) describes the strategies, including:
  - A. the methods to be used to expand and improve services to individuals with disabilities, including how a broad range of assistive technology services and assistive technology devices will be provided to those individuals at each stage of the rehabilitation process and how those services and devices will be provided to individuals with disabilities on a statewide basis;
  - B. outreach procedures to identify and serve individuals with disabilities who are minorities, including those with the most significant disabilities in accordance with subsection 6.6 of the State Plan supplement, and individuals with disabilities who have been unserved or underserved by the vocational rehabilitation program;
  - C. as applicable, the plan of the state for establishing, developing or improving community rehabilitation programs;
  - D. strategies to improve the performance of the state with respect to the evaluation standards and performance indicators established pursuant to Section 106 of the Rehabilitation Act; and
  - E. strategies for assisting other components of the statewide work force investment system in assisting individuals with disabilities.
2. Attachment 4.11 (d) describes how the designated state agency uses these strategies to:
  - A. address the needs identified in the assessment conducted under paragraph 4.11(a) and achieve the goals and priorities identified in the State Plan attachments under paragraph 4.11(c);
  - B. support the innovation and expansion activities identified in subparagraph 4.12(a)(1) and (2) of the plan; and
  - C. overcome identified barriers relating to equitable access to and participation of individuals with disabilities in the State Vocational Rehabilitation Services Program and State Supported Employment Services Program.

*(e) Evaluation and reports of progress.*

1. The designated state unit and the State Rehabilitation Council, if the state unit has a council, jointly submits to the commissioner an annual report on the results of an

evaluation of the effectiveness of the vocational rehabilitation program and the progress made in improving the effectiveness of the program from the previous year.

2. Attachment 4.11(e)(2):

- A. provides an evaluation of the extent to which the goals identified in Attachment 4.11(c)(1) and, if applicable, Attachment 4.11(c)(3) were achieved;
- B. identifies the strategies that contributed to the achievement of the goals and priorities;
- C. describes the factors that impeded their achievement, to the extent they were not achieved;
- D. assesses the performance of the state on the standards and indicators established pursuant to Section 106 of the Rehabilitation Act; and
- E. provides a report consistent with paragraph 4.12(c) of the plan on how the funds reserved for innovation and expansion activities were utilized in the preceding year.

**4.12 Innovation and expansion. (Section 101(a)(18) of the Rehabilitation Act; 34 CFR 361.35)**

*(a) The designated state agency reserves and uses a portion of the funds allotted to the state under Section 110 of the Rehabilitation Act for the:*

- 1. development and implementation of innovative approaches to expand and improve the provision of vocational rehabilitation services to individuals with disabilities under this State Plan, particularly individuals with the most significant disabilities, consistent with the findings of the statewide assessment identified in Attachment 4.11(a) and goals and priorities of the state identified in Attachments 4.11(c)(1) and, if applicable, Attachment 4.11(c)(3); and
- 2. support of the funding for the State Rehabilitation Council, if the state has such a council, consistent with the resource plan prepared under Section 105(d)(1) of the Rehabilitation Act and 34 CFR 361.17(i), and the funding of the Statewide Independent Living Council, consistent with the resource plan prepared under Section 705(e)(1) of the Rehabilitation Act and 34 CFR 364.21(i).

*(b) Attachment 4.11 (d) describes how the reserved funds identified in subparagraph 4.12(a)(1) and (2) will be utilized.*

*(c) Attachment 4.11(e)(2) describes how the reserved funds were utilized in the preceding year.*

**4.13 Reports. (Section 101(a)(10) of the Rehabilitation Act; 34 CFR 361.40)**

*(a) The designated state unit submits reports in the form and level of detail and at the time required by the commissioner regarding applicants for and eligible individuals receiving services under the State Plan.*

*(b) Information submitted in the reports provides a complete count, unless sampling techniques are used, of the applicants and eligible individuals in a manner that permits the greatest possible cross-classification of data and protects the confidentiality of the identity of each individual.*

## **Section 5: Administration of the Provision of Vocational Rehabilitation Services**

### **5.1 Information and referral services. (Sections 101(a)(5)(D) and (20) of the Rehabilitation Act; 34 CFR 361.37)**

The designated state agency has implemented an information and referral system that is adequate to ensure that individuals with disabilities, including individuals who do not meet the agency's order of selection criteria for receiving vocational rehabilitation services if the agency is operating on an order of selection, are provided accurate vocational rehabilitation information and guidance, including counseling and referral for job placement, using appropriate modes of communication, to assist such individuals in preparing for, securing, retaining or regaining employment, and are referred to other appropriate federal and state programs, including other components of the statewide work force investment system in the state.

### **5.2 Residency. (Section 101(a)(12) of the Rehabilitation Act; 34 CFR 361.42(c)(1))**

The designated state unit imposes no duration of residence requirement as part of determining an individual's eligibility for vocational rehabilitation services or that excludes from services under the plan any individual who is present in the state.

### **5.3 Ability to serve all eligible individuals; order of selection for services. (Sections 12(d) and 101(a)(5) of the Rehabilitation Act; 34 CFR 361.36)**

*(a) The designated state unit is able to provide the full range of services listed in Section 103(a) of the Rehabilitation Act and 34 CFR 361.48, as appropriate, to all eligible individuals with disabilities in the state who apply for services. No*

*(b) If No:*

1. Individuals with the most significant disabilities, in accordance with criteria established by the state, are selected first for vocational rehabilitation services before other individuals with disabilities.
2. Attachment 4.11(c)(3):
  - A. shows the order to be followed in selecting eligible individuals to be provided vocational rehabilitation services;
  - B. provides a justification for the order of selection; and
  - C. identifies the state's service and outcome goals and the time within which these goals may be achieved for individuals in each priority category within the order.

3. Eligible individuals who do not meet the order of selection criteria have access to the services provided through the designated state unit's information and referral system established under Section 101(a)(20) of the Rehabilitation Act, 34 CFR 361.37, and subsection 5.1 of this State Plan.

**5.4 Availability of comparable services and benefits. (Sections 101(a)(8) and 103(a) of the Rehabilitation Act; 34 CFR 361.53)**

*(a) Prior to providing any vocational rehabilitation services, except those services identified in paragraph (b), to an eligible individual or to members of the individual's family, the state unit determines whether comparable services and benefits exist under any other program and whether those services and benefits are available to the individual.*

*(b) The following services are exempt from a determination of the availability of comparable services and benefits:*

1. assessment for determining eligibility and vocational rehabilitation needs by qualified personnel, including, if appropriate, an assessment by personnel skilled in rehabilitation technology;
2. counseling and guidance, including information and support services to assist an individual in exercising informed choice consistent with the provisions of Section 102(d) of the Rehabilitation Act;
3. referral and other services to secure needed services from other agencies, including other components of the statewide work force investment system, through agreements developed under Section 101(a)(11) of the Rehabilitation Act, if such services are not available under this State Plan;
4. job-related services, including job search and placement assistance, job retention services, follow-up services, and follow-along services;
5. rehabilitation technology, including telecommunications, sensory and other technological aids and devices; and
6. post-employment services consisting of the services listed under subparagraphs (1) through (5) of this paragraph.

*(c) The requirements of paragraph (a) of this section do not apply if the determination of the availability of comparable services and benefits under any other program would interrupt or delay:*

1. progress of the individual toward achieving the employment outcome identified in the individualized plan for employment;
2. an immediate job placement; or

3. provision of vocational rehabilitation services to any individual who is determined to be at extreme medical risk, based on medical evidence provided by an appropriate qualified medical professional.

*(d) The governor in consultation with the designated state vocational rehabilitation agency and other appropriate agencies ensures that an interagency agreement or other mechanism for interagency coordination that meets the requirements of Section 101(a)(8)(B)(i)-(iv) of the Rehabilitation Act takes effect between the designated state unit and any appropriate public entity, including the state Medicaid program, a public institution of higher education, and a component of the statewide work force investment system to ensure the provision of the vocational rehabilitation services identified in Section 103(a) of the Rehabilitation Act and 34 CFR 361.48, other than the services identified in paragraph (b) of this section, that are included in the individualized plan for employment of an eligible individual, including the provision of those vocational rehabilitation services during the pendency of any dispute that may arise in the implementation of the interagency agreement or other mechanism for interagency coordination.*

**5.5 Individualized plan for employment. (Section 101(a)(9) of the Rehabilitation Act; 34 CFR 361.45 and .46)**

*(a) An individualized plan for employment meeting the requirements of Section 102(b) of the Rehabilitation Act and 34 CFR 361.45 and .46 is developed and implemented in a timely manner for each individual determined to be eligible for vocational rehabilitation services, except if the state has implemented an order of selection, and is developed and implemented for each individual to whom the designated state unit is able to provide vocational rehabilitation services.*

*(b) Services to an eligible individual are provided in accordance with the provisions of the individualized plan for employment.*

**5.6 Opportunity to make informed choices regarding the selection of services and providers. (Sections 101(a)(19) and 102(d) of the Rehabilitation Act; 34 CFR 361.52)**

Applicants and eligible individuals or, as appropriate, their representatives are provided information and support services to assist in exercising informed choice throughout the rehabilitation process, consistent with the provisions of Section 102(d) of the Rehabilitation Act and 34 CFR 361.52.

**5.7 Services to American Indians. (Section 101(a)(13) of the Rehabilitation Act; 34 CFR 361.30)**

The designated state unit provides vocational rehabilitation services to American Indians who are individuals with disabilities residing in the state to the same extent as the designated state agency provides such services to other significant populations of individuals with disabilities residing in the state.

**5.8 Annual review of individuals in extended employment or other employment under special certificate provisions of the fair labor standards act of 1938. (Section 101(a)(14) of the Rehabilitation Act; 34 CFR 361.55)**

*(a) The designated state unit conducts an annual review and reevaluation of the status of each individual with a disability served under this State Plan:*

1. who has achieved an employment outcome in which the individual is compensated in accordance with Section 14(c) of the Fair Labor Standards Act (29 U.S.C. 214(c)); or
2. whose record of services is closed while the individual is in extended employment on the basis that the individual is unable to achieve an employment outcome in an integrated setting or that the individual made an informed choice to remain in extended employment.

*(b) The designated state unit carries out the annual review and reevaluation for two years after the individual's record of services is closed (and thereafter if requested by the individual or, if appropriate, the individual's representative) to determine the interests, priorities and needs of the individual with respect to competitive employment or training for competitive employment.*

*(c) The designated state unit makes maximum efforts, including the identification and provision of vocational rehabilitation services, reasonable accommodations and other necessary support services, to assist the individuals described in paragraph (a) in engaging in competitive employment.*

*(d) The individual with a disability or, if appropriate, the individual's representative has input into the review and reevaluation and, through signed acknowledgement, attests that the review and reevaluation have been conducted.*

**5.9 Use of Title I funds for construction of facilities. (Sections 101(a)(17) and 103(b)(2)(A) of the Rehabilitation Act; 34 CFR 361.49(a)(1), .61 and .62(b))**

If the state elects to construct, under special circumstances, facilities for community rehabilitation programs, the following requirements are met:

*(a) The federal share of the cost of construction for facilities for a fiscal year does not exceed an amount equal to 10 percent of the state's allotment under Section 110 of the Rehabilitation Act for that fiscal year.*

*(b) The provisions of Section 306 of the Rehabilitation Act that were in effect prior to the enactment of the Rehabilitation Act Amendments of 1998 apply to such construction.*

*(c) There is compliance with the requirements in 34 CFR 361.62(b) that ensure the use of the construction authority will not reduce the efforts of the designated state agency in providing other vocational rehabilitation services other than the establishment of facilities for community rehabilitation programs.*

**5.10 Contracts and cooperative agreements. (Section 101(a)(24) of the Rehabilitation Act; 34 CFR 361.31 and .32)**

*(a) Contracts with for-profit organizations.*

The designated state agency has the authority to enter into contracts with for-profit organizations for the purpose of providing, as vocational rehabilitation services, on-the-job training and related programs for individuals with disabilities under Part A of Title VI of the Rehabilitation Act,

upon the determination by the designated state agency that for-profit organizations are better qualified to provide vocational rehabilitation services than nonprofit agencies and organizations.

*(b) Cooperative agreements with private nonprofit organizations.*

Attachment 4.8(b)(3) describes the manner in which the designated state agency establishes cooperative agreements with private nonprofit vocational rehabilitation service providers.

## **Section 6: Program Administration**

### **6.1 Designated state agency. (Section 625(b)(1) of the Rehabilitation Act; 34 CFR 363.11(a))**

The designated state agency for vocational rehabilitation services identified in paragraph 1.2 of the Title I State Plan is the state agency designated to administer the State Supported Employment Services Program authorized under Title VI, Part B, of the Rehabilitation Act.

### **6.2 Statewide assessment of supported employment services needs. (Section 625(b)(2) of the Rehabilitation Act; 34 CFR 363.11(b))**

Attachment 4.11(a) describes the results of the comprehensive, statewide needs assessment conducted under Section 101(a)(15)(a)(1) of the Rehabilitation Act and subparagraph 4.11(a)(1) of the Title I State Plan with respect to the rehabilitation needs of individuals with most significant disabilities and their need for supported employment services, including needs related to coordination.

### **6.3 Quality, scope and extent of supported employment services. (Section 625(b)(3) of the Rehabilitation Act; 34 CFR 363.11(c) and .50(b)(2))**

Attachment 6.3 describes the quality, scope and extent of supported employment services to be provided to individuals with the most significant disabilities who are eligible to receive supported employment services. The description also addresses the timing of the transition to extended services to be provided by relevant state agencies, private nonprofit organizations or other sources following the cessation of supported employment service provided by the designated state agency.

### **6.4 Goals and plans for distribution of Title VI, Part B, funds. (Section 625(b)(3) of the Rehabilitation Act; 34 CFR 363.11(d) and .20)**

Attachment 4.11(c)(4) identifies the state's goals and plans with respect to the distribution of funds received under Section 622 of the Rehabilitation Act.

### **6.5 Evidence of collaboration with respect to supported employment services and extended services. (Sections 625(b)(4) and (5) of the Rehabilitation Act; 34 CFR 363.11(e))**

Attachment 4.8(b)(4) describes the efforts of the designated state agency to identify and make arrangements, including entering into cooperative agreements, with other state agencies and other appropriate entities to assist in the provision of supported employment services and other

public or nonprofit agencies or organizations within the state, employers, natural supports, and other entities with respect to the provision of extended services.

#### **6.6 Minority outreach. (34 CFR 363.11(f))**

Attachment 4.11(d) includes a description of the designated state agency's outreach procedures for identifying and serving individuals with the most significant disabilities who are minorities.

#### **6.7 Reports. (Sections 625(b)(8) and 626 of the Rehabilitation Act; 34 CFR 363.11(h) and .52)**

The designated state agency submits reports in such form and in accordance with such procedures as the commissioner may require and collects the information required by Section 101(a)(10) of the Rehabilitation Act separately for individuals receiving supported employment services under Part B, of Title VI and individuals receiving supported employment services under Title I of the Rehabilitation Act.

### **Section 7: Financial Administration**

#### **7.1 Five percent limitation on administrative costs. (Section 625(b)(7) of the Rehabilitation Act; 34 CFR 363.11(g)(8))**

The designated state agency expends no more than five percent of the state's allotment under Section 622 of the Rehabilitation Act for administrative costs in carrying out the State Supported Employment Services Program.

#### **7.2 Use of funds in providing services. (Sections 623 and 625(b)(6)(A) and (D) of the Rehabilitation Act; 34 CFR 363.6(c)(2)(iv), .11(g)(1) and (4))**

*(a) Funds made available under Title VI, Part B, of the Rehabilitation Act are used by the designated state agency only to provide supported employment services to individuals with the most significant disabilities who are eligible to receive such services.*

*(b) Funds provided under Title VI, Part B, are used only to supplement and not supplant the funds provided under Title I, Part B, of the Rehabilitation Act, in providing supported employment services specified in the individualized plan for employment.*

*(c) Funds provided under Part B of Title VI or Title I of the Rehabilitation Act are not used to provide extended services to individuals who are eligible under Part B of Title VI or Title I of the Rehabilitation Act.*

### **Section 8: Provision of Supported Employment Services**

#### **8.1 Scope of supported employment services. (Sections 7(36) and 625(b)(6)(F) and (G) of the Rehabilitation Act; 34 CFR 361.5(b)(54), 363.11(g)(6) and (7))**

*(a) Supported employment services are those services as defined in Section 7(36) of the Rehabilitation Act and 34 CFR 361.5(b)(54).*



*(b) To the extent job skills training is provided, the training is provided on-site.*

*(c) Supported employment services include placement in an integrated setting for the maximum number of hours possible based on the unique strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice of individuals with the most significant disabilities.*

**8.2 Comprehensive assessments of individuals with significant disabilities. (Sections 7(2)(B) and 625(b)(6)(B); 34 CFR 361.5(b)(6)(ii) and 363.11(g)(2))**

The comprehensive assessment of individuals with significant disabilities conducted under Section 102(b)(1) of the Rehabilitation Act and funded under Title I of the Rehabilitation Act includes consideration of supported employment as an appropriate employment outcome.

**8.3 Individualized plan for employment. (Sections 102(b)(3)(F) and 625(b)(6)(C) and (E) of the Rehabilitation Act; 34 CFR 361.46(b) and 363.11(g)(3) and (5))**

*(a) An individualized plan for employment that meets the requirements of Section 102(b) of the Rehabilitation Act and 34 CFR 361.45 and .46 is developed and updated using funds under Title I.*

*(b) The individualized plan for employment:*

1. specifies the supported employment services to be provided;
2. describes the expected extended services needed; and
3. identifies the source of extended services, including natural supports, or, to the extent that it is not possible to identify the source of extended services at the time the individualized plan for employment plan is developed, a statement describing the basis for concluding that there is a reasonable expectation that sources will become available.

*(c) Services provided under an individualized plan for employment are coordinated with services provided under other individualized plans established under other federal or state programs.*

**State Plan for the State Vocational Rehabilitation Services Program  
and  
State Plan Supplement for the State Supported Employment Services Program**

**Missouri Division of Vocational Rehabilitation - Dept of Elemen and Sec Edu State Plan  
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**Attachment 4.2(c) Input of State Rehabilitation Council**

Required annually by all agencies except those agencies that are independent consumer-controlled commissions.

Identify the Input provided by the state rehabilitation council, including recommendations from the council's annual report, the review and analysis of consumer satisfaction, and other council reports. Be sure to also include:

- the Designated state unit's response to the input and recommendations; and
- explanations for the designated state unit's rejection of any input or recommendation of the council.

The State Rehabilitation Council (SRC) reviewed the state plan updates for the Title I and VI B programs. On behalf of the Council, Greg Wingert, SRC chairperson, submitted the following comments and suggestions:

1. The SRC Planning Committee, acting for the SRC, had an opportunity to review and comment on the proposed amendments to your state plan. We are in support of your state plan amendments and attachments.

2. We would like to acknowledge the effort MDVR put forth in working on the goals and priorities for FY2009. Results contained in Attachment 4.11(e)(2) demonstrate that progress was made in increasing the utilization of assistive technology services, increasing the average number of hours worked each week for supported employment consumers, and reducing the time consumers wait for services.

We recognize the current economic situation creates challenges and impacts the achievement of division goals. The SRC recommends MDVR continue to work on the FY2009-2010 strategies to assist them in reaching the other goals that were not met. Particularly, we are requesting that MDVR provide us an update on the following areas at future SRC meetings: the number of competitive employment outcomes including transition students and individuals with autism spectrum disorders, the number of transition students and individuals with serious mental illness participating in community-based services, and the number of supported employment outcomes for individuals who are Hispanic and are most significantly disabled.

3. The SRC agrees that MDVR's goal of increasing employment outcomes for individuals with autism is needed. We support your strategies to develop training in serving people with autism as well as to collaborate with the Department of Mental Health and other agencies.

4. The SRC applauds the joint efforts made by MDVR and the provider community in developing a new employment outcome-based service model that emphasizes quality employment outcomes and retention.

5. The SRC remains concerned about the negative impact waiting lists have for eligible individuals who are in need of vocational rehabilitation services. Although the waiting lists were significantly reduced this year, the SRC believes that any waiting list is undesirable and will force more individuals to become dependent on public assistance and increase the number of individuals who drop from the program before services are provided. The SRC is pleased that MDVR utilized a significant portion of the American Recovery and Reinvestment (stimulus) funds to remove individuals from the waiting lists and place them into services.

6. The SRC would like to commend MDVR for meeting or exceeding six out of seven performance indicators in FY2009 and for meeting the overall required successful performance for Standards 1 and 2.

7. The SRC shares with MDVR a concern that the continuing economic crisis makes VR's role in accessing employment opportunities for people with disabilities more challenging. SRC continues to support MDVR's efforts to find solutions by encouraging innovation and job creation and focusing on high quality employment outcomes.

The SRC had opportunities in the past year to provide input on other important matters with your agency. Some of these were: reviewing and providing input to the FY2011 goals, priorities, strategies and state plan; the SRC 2009 Annual Report; recommendations on policy revisions; collaboration with other disability-related councils; reviewing the results of due process hearings and mediations; focus group and customer satisfaction survey results; the participation in and feedback from public hearings; and reviewing MDVR's outcomes and performance indicators.

Please let me know if you have any questions or need anything further from the SRC. Thank you for the opportunity to work with your agency on these matters of importance to persons with disabilities in the State of Missouri.

Response from the Missouri Division of Vocational Rehabilitation to the Recommendations of the State Rehabilitation Council

The Missouri Division of Vocational Rehabilitation (MDVR) responses to the recommendations of the State Rehabilitation Council (SRC) are listed below:

Response to SRC recommendation 1: MDVR is pleased that the SRC is in support of the state plan and attachments.

Response to SRC recommendation 2: MDVR appreciates the acknowledgment from SRC about meeting goals which were established for FY09. MDVR agrees to comply with SRC recommendations to continue working on the other goals which were not met and update the SRC at quarterly meetings about the progress toward meeting those goals.

Response to SRC recommendation 3: MDVR appreciates SRC's support of the goal of increasing employment outcomes for persons with autism/autism spectrum disorder and will keep the SRC informed about the progress toward reaching this goal.

Response to SRC recommendation 4: MDVR welcomes the SRC support of the new model of employment services with community rehabilitation programs. MDVR feels strongly that this model of services will focus on employment and produce more quality employment outcomes for persons with significant disabilities.

Response to SRC recommendation 5: MDVR feels that the most important utilization of ARRA funds is to reduce the waiting list for eligible consumers and move them into active employment

services. Most of the available ARRA funds were utilized to reduce these waiting lists and provide services to eligible persons who exited the waiting lists. At the time of this report, MDVR opened Priority Category 2 and has a goal of opening Category 3. Significant progress has been made, and MDVR will strive to completely eliminate all priority category waiting lists. MDVR agrees with the SRC that waiting lists are undesirable and have many negative effects on persons with disabilities.

Response to SRC recommendations 6 and 7: Although MDVR did not meet Indicator 1.1, MDVR met the overall requirements for Standards 1 and 2 for FY 2009. Economic outlook for jobs is a significant concern and meeting FY10 performance indicators will be challenging. MDVR will strive to increase quality employment outcomes, develop and maintain strong partnerships with other agencies and provide effective employment services.

MDVR expresses its sincere thanks and appreciation for the excellent assistance from the SRC this year. The SRC has been extremely active and helpful with the RSA Monitoring Review. In addition, they assisted in the development of FY2011 goals and priorities, reviewed consumer satisfaction information, reviewed new policy and procedural changes, attended 2010 public hearings, and other important issues. MDVR looks forward to working with the SRC in the future to better serve persons with disabilities.

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**Attachment 4.7(b)(3) Request for Waiver of Statewideness**

Identify the types of services to be provided by the program for which the waiver of statewideness is requested.

The waiver request should also include:

- a written assurance from the local public agency that it will make available to the designated state unit the non-federal share of funds;
- a written assurance that designated state unit approval will be obtained for each proposed service before it is put into effect;
- a written assurance that all state plan requirements will apply to all services approved under the waiver.

This agency has not requested a waiver of statewideness.

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**Attachment 4.8(b)(1) Cooperative Agreements with Agencies Not Carrying Out Activities  
Under the Statewide Workforce Investment System**

Describe interagency cooperation with and utilization of the services and facilities of agencies and programs that are not carrying out activities through the statewide workforce investment system with respect to

- Federal, state, and local agencies and programs;
- if applicable, Programs carried out by the Under Secretary for Rural Development of the United States Department of Agriculture; and
- if applicable, state use contracting programs.

**Cooperation, Collaboration and Coordination**

The Missouri Division of Vocational Rehabilitation (MDVR) has long-standing working relationships with partner agencies both inside and outside of the Statewide Workforce Development System (SWDS). The first part of this attachment will focus on those relationships and activities within the SWDS.

**Cooperation with the Statewide Workforce Development System**

The SWDS of services are provided through 14 workforce regions in Missouri. Job training and skill development program services are offered through Missouri Career Centers in these 14 regions. MDVR is a key partner and works closely with the career centers to provide vocational rehabilitation services to eligible persons with disabilities. MDVR district supervisors serve as active members on 13 out of 14 local Workforce Investment Boards (WIBS). As of June 1, 2009, one of the WIBs has a vacancy, which should be filled with an MDVR representative. MDVR district supervisors participated in the development of Memoranda of Understanding, entitled State Business Plan (SBPs) with all fourteen WIBs. These SBPs direct and explain how partners work together to deliver services to persons with disabilities in the local community.

Through the SBPs with the career centers, MDVR is the primary referral source from career center partners for people with disabilities. MDVR counselors visit various Missouri Career Centers (both full service sites and satellites) frequently to provide services to consumers in a timely fashion. One Missouri Career Center location (where all partners, including MDVR, are co-located) has an intra-building electronic linkage which has been effective. The career centers offer job training and skills development programs to all citizens who want assistance with

gaining employment.

VR also provides ongoing cross-training and technical assistance to career center staff regarding assistive technology and accommodations in the workplace. A MDVR supervisor works with partner agencies to facilitate collaboration with workforce development agencies and ensure that all federal regulations pertaining to Title IV of the Workforce Investment Act of 1998 are followed.

#### Program Navigator Initiative (DPN)

MDVR continues to partner with the Division of Workforce Development (DWD) in Missouri for the provision of DPN services. The DPN program was awarded a 1.2 million dollar grant in Missouri by the U.S. Department of Labor Employment and Training Administration (ETA) and the Social Security Administration (SSA). MDVR was active in the formation of the DPN in Missouri, and continues to serve on the Navigator Task Force with other Workforce Development partner agencies. This grant is administered by DWD.

The grant enables positions called "Navigators" to work in local career centers. These CRP and WIB employees assist Career Center staff in providing programmatic and physical accessibility to persons with disabilities using the Career Centers. The primary objective of this program is to enhance the linkage between employers and WIBs through career centers where navigators are housed. This collaboration among employers, CRPs, the WIBs, MDVR and SSA facilitates access to programs and services that will enable the entry or reentry into the workforce for people with disabilities. In addition, the navigator helps provide training to career center staff to understand and assist consumers with smooth transition through available programs and services.

#### Cooperation with Agencies Not Carrying Out Activities under the Statewide Workforce Investment System

##### Public Institutions of Higher Education (IHE)

In collaboration with the Missouri Rehabilitation Services for the Blind, MDVR has written cooperative agreements with all 34 public IHEs in Missouri. These agreements outline the responsibilities of each entity regarding the provision of services pursuant to the regulations specified in 34 CFR 361.53(d) (1).

##### Client Assistance Program

MDVR and the Client Assistance Program (CAP) have a long and productive working relationship. MDVR and CAP management staff meet on a quarterly basis to discuss important issues, such as: order of selection, new policies, best case practices, due process hearings and

mediation, Section 107 Monitoring Reviews, performance indicators, joint training activities and public hearings. The CAP is a frequent participant and presenter at MDVR sponsored training sessions. The coordinator of Missouri CAP Advocacy Services is a governor appointed member of the SRC.

#### Missouri Department of Mental Health (DMH)

MDVR collaborates with DMH and the Governor's Office in a variety of projects and activities. The following projects have active and cooperative participation with MDVR, DMH, the Governor's Office and other agencies:

- ? Mental Health Transformation Project
- ? Missouri Reentry Project
- ? Comprehensive System Management Team
- ? Missouri Planning Council for Developmental Disabilities

MDVR has active participation in the following DMH programs:

- ? Division of Alcohol and Drug Abuse State Advisory Council
- ? Division of Comprehensive Psychiatric Services State Advisory Council
- ? Division of Developmental Disabilities ? State Employment Leadership Network
- ? Johnson & Johnson/Dartmouth Psychiatric Research Center Evidence Based Supported Employment Program Grant (jointly with DESE- DVR)
- ? Office of Deaf Services

MDVR works closely with the University of Missouri-Columbia (UMC) in the following programs:

- ? Technical Assistance and Continuing Education Center (TACE)
- ? Graduate Psychology Education, Department of Health Psychology
- ? Center for Advancement of Mental Health Practices in Schools ? Steering Committee for Health Minds, Healthy Learners, Healthy Schools, Department of Educational & School Psychology

MDVR collaborates with a local housing authority, a community rehabilitation program and the Housing and Urban Development Program to provide specialized employment training opportunities for the following program

- ? Neighborhood Networks Program Grant ? Columbia Housing Authority

#### Centers for Independent Living (CILs)

Heartland Inc., of Owensville, Mo., was certified in July 2006 as a new CIL, bringing the total

number of Independent Living Centers in Missouri to 22. MDVR and the CILs work together on a regular basis to routinely share referrals and provide services to mutual clientele. A number of the CILs have MDVR district supervisors as active board members.

Vocational Rehabilitation continues to collaborate with the Statewide Independent Living Council (SILC) and the Centers CILs to provide direct services to people with disabilities. The state plan developed by MDVR and SILC details the tasks necessary to accomplish the delivery of independent living services that will assist consumers with disabilities to achieve their goals. MDVR and SILC utilize an outcomes-based measurement tool for the CILs. This tool measures consumer satisfaction using a telephone survey method rather than previously used mail-out surveys.

Programs carried out by the U.S. Department of Agriculture

The MDVR works closely with the U.S. Department funded Agricultural Engineering Extension of UMC in the delivery of information and assistance for agricultural operators with disabilities.

MDVR and the ?AgrAbility Project? housed within the UMC and Services for Independent Living, has had a productive working relationship for more than ten years. The mutual goals of MDVR and AgrAbility are a commitment of delivering vocational rehabilitation services, assistive technology, information, education, and safe environment for farm operators with disabilities.

MDVR and AgrAbility staff set the following goals for future activities:

- ? Finish a Memorandum of Agreement regarding procedures for referral, assessment services, service delivery and follow-up.
- ? Develop a schedule of staff meetings with MDVR and AgrAbility staff, which will be held in the MDVR district offices.
- ? Collaborate with the National AgrAbility Project on hosting joint training with partner agencies, MDVR staff, community rehabilitation program staff, consumers and AgrAbility staff.
- ? Participate in national conferences and forums on AgrAbility, MDVR and assistive technology services for rural agricultural services for eligible persons with disabilities.

MDVR does not participate in state use contracting programs.

## **State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program**

**Missouri Division of Vocational Rehabilitation - Dept of Elemen and Sec Edu State Plan  
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#### **Attachment 4.8(b)(2) Coordination with Education Officials**

- Describe the designated state unit's plans, policies, and procedures for coordination with education officials to facilitate the transition of students with disabilities from school to the receipt of vocational rehabilitation services, including provisions for the development and approval of an individualized plan for employment before each student determined to be eligible for vocational rehabilitation services leaves the school setting or, if the designated state unit is operating on an order of selection, before each eligible student able to be served under the order leaves the school setting.
- Provide information on the formal interagency agreement with the state educational agency with respect to
  - consultation and technical assistance to assist educational agencies in planning for the transition of students with disabilities from school to post-school activities, including VR services;
  - transition planning by personnel of the designated state agency and educational agency that facilitates the development and completion of their individualized education programs;
  - roles and responsibilities, including financial responsibilities, of each agency, including provisions for determining state lead agencies and qualified personnel responsible for transition services;
  - procedures for outreach to and identification of students with disabilities who need transition services.

#### **Coordination with Education Officials**

Transition services assist students with disabilities in the secondary school setting to successfully prepare them for transitioning into post-secondary education or integrated employment. MDVR continues to work closely with the Division of Special Education and local school districts in coordinating, planning, and providing transition services.

MDVR has a policy that outlines transition activities and services, including the development and approval of an individualized plan for employment for each eligible student prior to leaving school. This policy states that the VR counselor should develop an IPE before the student graduates or exits the secondary school and pertains to students currently receiving special education services through an IEP and have been determined eligible for VR services. If a student is on a waiting list under VR's order of selection, VR will obtain the student and parent/guardian's signature on a Transition Planning Summary Form which documents the reason for a delay in the development of an IPE.

MDVR has a written interagency agreement with the Department of Elementary and Secondary Education regarding the following services and activities for students with disabilities:

- a. consultation and technical assistance
- b. transition planning

c. roles and responsibilities

d. procedures for outreach

### Interagency Cooperative Agreements

The Division of Special Education, the Division of Career Education, Rehabilitation Services for the Blind and MDVR jointly developed an interagency cooperative agreement to outline policies, procedures and activities for the coordination of transition services to students with disabilities in Missouri. This agreement is signed with participating school districts throughout the State of Missouri and outlines the following:

? consultation and technical assistance to assist school districts in planning for the transition of students with disabilities from school to post-school activities, including VR services

? transition planning that facilitates the development and completion of students' individualized education and employment programs

? roles and responsibilities, including financial responsibilities, of each agency, including provisions for determining state lead agencies and qualified personnel responsible for transition services

? procedures for outreach to and identification of students with disabilities who need transition services

? procedures for students placed on waiting lists for MDVR services under the Order of Selection

As of October 1, 2008, 416 out of 449 (K-12) school districts with high schools in Missouri signed this cooperative agreement. MDVR counselors worked with 6,127 students with disabilities prior to graduation in FY08.

### Transition Assessment Agreements and Memorandums of Understanding

In striving to improve and expand the quality of community-based transition assessment services for students with significant disabilities, MDVR provides support and technical assistance to school districts, local Community Rehabilitation Programs (CRPs) and Supported Employment Service Providers (SESPs). Transition assessments are integrated and competitive employment-oriented evaluations for students with disabilities. The transition assessment may be provided by a CRP or SESP in partnership with MDVR. Transition assessment includes one or both of the following:

? Comprehensive Transition Assessment: A variety of hands-on, paper/pencil and community-based assessment measures. This assessment will focus on the identification and evaluation of students' vocational interests, skills, abilities and behaviors that are specific to students with

disabilities who have limited or no work experience. The identification of a vocational goal and appropriate post-school outcomes will be the major focus of this assessment.

? Community-Based Transition Assessment: This component will consist entirely of community-based assessment sites focusing on the identification and evaluation of work-related strategies for students with disabilities who need intensive job site assessment. This assessment will focus on the identification of specific strategies, accommodations which may increase students' opportunity for success in a post-secondary educational, training or work environment.

### Special Education Advisory Panel

The Department of Elementary and Secondary Education (DESE) appointed an advisory panel for the purpose of providing policy guidance with respect to special education and related services for children with disabilities in the State. The advisory panel is appointed by the commissioner of DESE and includes MDVR's assistant director of Transition Services. Other members include:

- ? parents of children with disabilities (ages birth through 26)
- ? individuals with disabilities
- ? representatives of other state agencies involved in the purchase or delivery of related services
- ? administrators of programs for children with disabilities
- ? state agencies representatives who provide services to children with disabilities, including welfare and juvenile corrections
- ? representatives of private schools and public charter schools
- ? vocational, community or business organizations

### MDVR Transition Ad-hoc Team

MDVR's assistant commissioner appointed an ad-hoc Transition Team, composed of MDVR management and counselor staff, as well as special education transition specialists, and a representative from MPACT to provide recommendations about transition related activities and services for students with disabilities. The team is involved with: coordinating joint statewide training activities for special educators, rehabilitation counselors, providers, and MPACT; developing strategies to better measure, and increase overall success rates of students with disabilities receiving transition services; increasing the overall participation and employment outcome of students with disabilities in cooperative work experience programs; developing strategies for increasing student engagement and decreasing the dropout rate for students with disabilities from Missouri high schools; and developing strategies for outreach/improving

transition outcomes for students from underserved populations.

#### Missouri Interagency Transition Team (MITT)

The MITT was formed through the Division of Special Education and includes members representing state level agencies (including VR) across Missouri who have an interest in improving post-secondary outcomes for young adults with disabilities. The MITT meets six times per year to collaborate, break down service barriers, share resources; improve overall systems of service and improve data sharing among agencies.

#### National Secondary Transition Technical Assistance Center (NSTTAC) Advisory Board

The NSTTAC is a national Technical Assistance and Dissemination center funded by the U.S. Department of Education's Office of Special Education Programs. MDVR's regional director is an active member of this board. The purpose of this center and advisory board is to:

- ? assist state education agencies with collecting data and using data to improve transition services;
- ? generate knowledge that provides a foundation for states to improve transition services that enhance post-school outcomes;
- ? build capacity of states and local educational agencies to implement effective transition education and services that improve post-school outcomes; and
- ? disseminate information to state personnel, practitioners, researchers, parents, and students regarding effective transition education and services that improve post-school outcomes.

The regional director works closely with other MDVR management staff to disseminate information and provide technical assistance to improve transition services and outcomes in Missouri.

#### Missouri Youth Leadership Forum (MYLF)

MDVR collaborates with the Governor's Council on Disability and the University of Missouri-Columbia to sponsor leadership training for students with disabilities who are juniors and seniors in high school. MYLF is statewide leadership and career development skills program. By serving as delegates from their communities, students with disabilities cultivate leadership, career development skills, citizenship and social skills. MDVR has sponsored students for this four-day event at UMC, which is at no cost to students. MDVR's assistant director collaborates with MYLF to disseminate information and provide technical assistance to improve transition services and outcomes in Missouri.

## Missouri Parent Training and Information Center (MPACT)

MPACT is a statewide parent training and information center serving all disabilities. MDVR's assistant director of Transition Services is an active member of the MPACT Board. In addition, a representative of MPACT is a member of the SRC. MDVR and MPACT collaborate and work together on projects to assist students and children with disabilities to reach their full potential.

## **State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program**

### **Missouri Division of Vocational Rehabilitation - Dept of Elemen and Sec Edu State Plan for Fiscal Year 2011 (submitted FY 2010)**

#### **Attachment 4.8(b)(3) Cooperative Agreements with Private Nonprofit Organizations**

Describe the manner in which the designated state agency establishes cooperative agreements with private non-profit vocational rehabilitation service providers.

#### **Cooperative Agreements with Private Nonprofit Organizations**

MDVR enters into cooperative written agreements with nonprofit, private Community Rehabilitation Programs (CRPs) to provide services on a "fee for service" basis to individuals with disabilities. The CRP must be accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) or other approved accreditation entities as specified in the agreement. All CRPs must agree to the provisions of and sign the cooperative agreement with MDVR prior to providing services to MDVR consumers. CRPs provide services which may include comprehensive vocational evaluations, employee development, employment skills training, community employment services and employment transition services for individuals with disabilities.

The division purchases services from local, nationally accredited, nonprofit CRPs and does not own or operate any of the programs. All CRP programs emphasize community integrated competitive employment.

Each district MDVR office developed a "partnering plan" with the local CRPs to outline joint activities to assist mutual consumers reach employment outcomes. MDVR and CRP staff both offer input on service delivery processes during partnering meetings and develop action plans to improve those processes. Other collaborative activities involve joint training programs on a regular basis.

Pursuant to recommendations from the RSA 107 Monitoring Review, MDVR and CRPs are working collaboratively on a new employment outcome-based service model that emphasizes

quality employment outcomes and retention. This team is comprised of VR and CRP management staff. This new model will develop milestone payments after placement and eliminate fees for vocational assessments. The new employment services model and fees will be implemented by October 1, 2010.

In addition, MDVR and the CRPs will be amending the CRP Cooperative Agreement in accordance to RSA 107 Monitoring Review, as follows:

? Specialized services, which have a weekly fee, will convert to an employment outcome-based fee structure.

? Supported Employment and related services fees will become uniform flat fees.

? CRPs that provide maintenance and transportation funds to clients will be required to provide appropriate documentation signed by the clients.

? Quality Incentive Payments will be paid to CRPs who place clients in employment outcomes with over 32 hours per week, with earnings above 55% of the average Missouri State Wage, with healthcare benefits and/or with clients from an underserved population group.

This attachment was originally submitted to RSA as part of a prior State Plan in FY 2009 and was last updated 06/29/2009.

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**Attachment 4.8(b)(4) Arrangements and Cooperative Agreements for the Provision of  
Supported Employment Services**

Describe the efforts of the designated state agency to identify and make arrangements, including entering into cooperative agreements, with other state agencies and other appropriate entities in order to provide the following services to individuals with the most significant disabilities:

- supported employment services; and
- extended services.

**Arrangements and Cooperative Agreements for the Provision of Supported Employment  
Services**

As indicated in attachment 4.8(b)(3), MDVR enters into cooperative written agreements with private nonprofit Supported Employment Service Providers (SESPs) to provide services on a fee-for-service basis to individuals with disabilities. The SESP must be accredited by the CARF or other approved accreditation entities as specified in the agreement. All SESP must agree to the provisions of and sign a cooperative agreement with MDVR prior to providing services to

MDVR consumers.

The SESP provides services which may include:

- ? functional assessments

- ? survey of businesses and assurance of potential community based assessment and work sites suited to the needs of the clients

- ? analysis of all relevant job related variables, (i.e., transportation, job restructuring, tax credit for employers, etc.)

- ? provision of direct training at employment sites until employment standards have been achieved

- ? development of an internal advocacy system

- ? provision of long-term, extended services support with the individual or employer, a minimum of twice per month

As mentioned in attachment 4.8(b)(3), MDVR, CRPs and SESP's work collaboratively with an outcome-based service model that emphasizes results and values successful employment outcomes. The CRP/VR Team, comprised of MDVR staff and executives from the CRPs and SESP's, meet regularly to improve services and outcomes for persons with disabilities who are being served by SESP's.

Each district MDVR office has developed a ?partnering plan? with the local SESP's to outline joint activities to assist mutual consumers reach employment outcomes. MDVR and SESP staff both offer input on each others? service delivery processes during partnering meetings and develop action plans to those processes.

Other collaborative activities involve joint training programs on a regular basis and membership on the CRP/VR Strategic Plan Team.

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## **Attachment 4.10 Comprehensive System of Personnel Development**

### **Data System on Personnel and Personnel Development**

1. Describe the development and maintenance of a system for collecting and analyzing on an annual basis data on qualified personnel needs with respect to:

- the number of personnel who are employed by the state agency in the provision of vocational rehabilitation services in relation to the number of individuals served, broken down by personnel category;
- the number of personnel currently needed by the state agency to provide vocational rehabilitation services, broken down by personnel category; and
- projections of the number of personnel, broken down by personnel category, who will be needed by the state agency to provide vocational rehabilitation services in the state in 5 years based on projections of the number of individuals to be served, including individuals with significant disabilities, the number of personnel expected to retire or leave the field, and other relevant factors.

### **Comprehensive System of Personnel Development (CSPD)**

The Missouri Division of Vocational Rehabilitation (MDVR) developed a system of collecting and analyzing data annually to determine the needs of qualified personnel. This attachment describes the data system on the following: personnel/personnel development; recruitment, preparation and retention of qualified personnel; standards; requirements for Vocational Rehabilitation Counselor (VRC) positions; staff development activities; personnel to address individual communication needs; performance evaluation system; and coordination with personnel development under the Individuals with Disabilities Education Act (IDEA).

In FY09, the MDVR received 19,087 new applications, developed 7,656 Individualized Plans for Employment (IPEs), placed 3,903 clients into successful employment outcomes (26 closure) and had 2,495 unsuccessful outcomes (28 closure).

The VRCs, district supervisory positions and clerical staff are directly involved in providing services for individuals with disabilities (13 supervisors, 1 assistant director and 5 assistant supervisors have a partial caseload). The number of individuals who had an open file with MDVR as of May 4, 2010 was 21,836. The average number of cases per VRC (including some district supervisory staff having a caseload) is approximately 150 per counselor.

MDVR reviews each vacancy to determine if the new position should be filled or reclassified to a counselor position (if the position was a different one). The goal for MDVR is to continually evaluate caseload sizes, office workload and staffing to maximize efficiency.

MDVR anticipates approximately 17 VRCs per year will be needed to fill the vacancies from retirements, resignations, terminations, etc. The total VRCs needed for a five-year period is approximately 85. Possible changes in state retirement could significantly alter that number.



Data System: MDVR is made up of the following sections: Disability Determination, Independent Living and Vocational Rehabilitation. There are approximately 644 FTE (630 actual) employees with the division for all three sections. For this report, we will focus on the Vocational Rehabilitation section. As of April 28, 2010, the breakdown of the Vocational Rehabilitation Client Services Section needed for service delivery is as follows:

149 Vocational Rehabilitation Counselors (VRCs) (154 FTEs)  
 5 Assistant Supervisors who have a partial caseload (6 FTEs)  
 23 District Supervisors (one also serves as Regional Manager, thirteen have a partial caseload) (24 FTEs)  
 77 Clerical Support Staff Positions (83 FTEs)  
 1 Assistant Director (1 FTE)

MDVR estimates that 10 supervisors and 40 clerical support staff may be needed over the next five years to fill vacancies due to turnover and retirements.

Administrative Staff:

1 Assistant Commissioner  
 4 Coordinators (two are shared with all sections of MDVR)  
 4 Regional Managers  
 7 Program Directors  
 1 Human Resource Manager (shared with all sections of MDVR)  
 5 Assistant Directors (one carries a partial caseload, three are with Independent Living)  
 3 Supervisors (are shared with all sections of Vocational Rehabilitation)  
 1 Human Resource/Payroll Benefit Specialist  
 1 Accountant  
 1 Accounting Specialist II  
 1 Executive Assistant  
 7 Administrative Assistants  
 1 Billing Specialist  
 1 Supply Manager (shared with all sections of MDVR)  
 1 Secretary

Row	Job Title	Total positions	Current vacancies	Projected vacancies over the next 5 years
1	VR Counselor	149	5	85
2	Assistant Supervisor	5	1	0
3	District Supervisor	23	1	10

4	Clerical Support	77	6	40
5	Assistant Director	1	0	0
6				
7				
8				
9				
10				

2. Describe the development and maintenance of a system for collecting and analyzing on an annual basis data on personnel development with respect to:

- a list of the institutions of higher education in the state that are preparing vocational rehabilitation professionals, by type of program;
- the number of students enrolled at each of those institutions, broken down by type of program; and
- the number of students who graduated during the prior year from each of those institutions with certification or licensure, or with the credentials for certification or licensure, broken down by the personnel category for which they have received, or have the credentials to receive, certification or licensure.

There is one graduate rehabilitation counselor training program in Missouri. Maryville University in St. Louis offers a master's level degree program in rehabilitation counseling. Graduates of this program are ready to take the Certified Rehabilitation Counselor (CRC) and the Licensed Professional Counselor (LPC) tests upon graduation. The program had 67 students enrolled in the fall 2009 semester, and nine students graduated from Maryville University in summer 2009. MDVR hired four graduates of this program during the past year. MDVR provided an internship opportunity for one student in the St. Louis Downtown VR district office during 2009. MDVR will continue to work closely with Maryville University to recruit and hire potential graduates of the program.

MDVR is also working with other graduate counseling programs in Missouri and offers practicum or internship opportunities.

Row	Institutions	Students enrolled	Employees sponsored by agency	Graduates sponsored by agency	Graduates from the previous
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			and/or RSA	and/or RSA	year
1	Maryville University	67	4	0	9
2					
3					
4					
5					

### **Plan for Recruitment, Preparation and Retention of Qualified Personnel**

Describe the development (updated on an annual basis) and implementation of a plan to address the current and projected needs for qualified personnel including, the Coordination and facilitation of efforts between the designated state unit and institutions of higher education and professional associations to recruit, prepare, and retain personnel who are qualified, including personnel from minority backgrounds and personnel who are individuals with disabilities.

Plan for Recruitment, Preparation and Retention of Qualified Personnel: MDVR works actively in recruiting new counselors with master's degrees in rehabilitation counseling or other related areas specified in this attachment. As mentioned above, Missouri has one graduate level rehabilitation counseling program, which (at this time) is not sufficient to produce the number of qualified rehabilitation professionals needed by MDVR in all areas of the state. Even though graduate enrollment is high at Maryville University, many of the students are not willing to relocate from the St. Louis area. To address this issue, job announcements are sent to all Region VII universities that have master's programs in rehabilitation counseling. In addition, vacancy notices are sent to the Rehabilitation Clearinghouse at Utah State University and other institutions of higher learning such as Southern Illinois University-Carbondale, Emporia State University, Arkansas State University, University of Arkansas and Missouri universities that offer graduate-level counseling, social work and/or psychology programs.

MDVR advertises all openings with the Missouri Career Source Web page, lists all openings on the agency's Web site, advertises in local newspapers as well as traditionally African-American and Hispanic newspapers.

MDVR sends all job announcements to various Historically Black Colleges and Universities such as Lincoln University-Jefferson City, Missouri; Southern University-Baton Rouge, Louisiana; Fort Valley State College-Fort Valley, Georgia; and Mississippi State-Starkville, Mississippi.

MDVR received priority training funding to recruit and hire hourly employees to assist with staff development and Hispanic liaison activities in the Kansas City and Central Missouri areas.

MDVR expanded the initial focus of the Hispanic populations to include other underserved populations especially African-American. MDVR hired two part-time hourly rehabilitation technician employees who are familiar with Hispanic culture and can communicate in Spanish and English. One of these employees left MDVR in February 2010. MDVR utilizes a diversity consultant to assist with ongoing staff development activities and outreach to underserved populations around the state. These employees will work with MDVR as well as Community Rehabilitation Provider (CRP) staff. This past year, three regional diversity trainings were conducted by the diversity consultant. This training included participants from MDVR and CRPs. Three additional regional diversity trainings are scheduled for summer 2010.

At the end of FY09, approximately 10% of all VRCs and approximately 17% of district supervisors with MDVR are persons from diverse backgrounds. MDVR also actively recruits individuals with disabilities. District supervisors and VRCs in MDVR district offices receive all job notices for VRCs. Other disability organizations including Centers for Independent Living and CRPs are consulted about recruiting persons with disabilities. At the end of FY09, approximately 21% of MDVR's VRCs were individuals with disabilities, and 14% of MDVR administrators were persons with disabilities.

MDVR continues to offer non-paid as well as paid graduate internships for potential employees. MDVR also considers candidates who have completed their necessary coursework and need to complete their internship requirement for open positions with the agency. During FY09, MDVR has provided four students with unpaid internships and practicum experiences to enable them to complete their graduate coursework. Those students will be considered for upcoming counselor vacancies.

MDVR has a close working relationship with graduate rehabilitation counselor programs at Maryville University, University of Arkansas, University of Southern Illinois-Carbondale and Emporia State University. MDVR representatives sit on the advisory councils of the above programs or make regular contacts and visits to recruit students from the above master's level rehabilitation programs. Staff development needs and important future training/recruiting issues are discussed at these advisory meetings.

## **Personnel Standards**

Describe the state agency's policies and procedures for the establishment and maintenance of personnel standards to ensure that designated state unit professional and paraprofessional personnel are adequately trained and prepared, including:

1. standards that are consistent with any national or state-approved or -recognized certification, licensing, registration, or, in the absence of these requirements, other comparable requirements (including state personnel requirements) that apply to the profession or discipline in which such personnel are providing vocational rehabilitation services; and

2. to the extent that existing standards are not based on the highest requirements in the state applicable to a particular profession or discipline, the steps the state is currently taking and the steps the State Plans to take in accordance with the written plan to retrain or hire personnel within the designated state unit to meet standards that are based on the highest requirements in the state, including measures to notify designated state unit personnel, institutions of higher education, and other public agencies of these steps and the timelines for taking each step.

Be sure to include the following:

- specific strategies for retraining, recruiting, and hiring personnel;
- the specific time period by which all state unit personnel will meet the standards;
- procedures for evaluating the designated state unit's progress in hiring or retraining personnel to meet applicable personnel standards within the established time period;
- the identification of initial minimum qualifications that the designated state unit will require of newly hired personnel when the state unit is unable to hire new personnel who meet the established personnel standards;
- the identification of a plan for training newly hired personnel who do not meet the established standards to meet the applicable standards within the time period established for all state unit personnel to meet the established personnel standards.

Personnel Standards: The State of Missouri has requirements for licensure of psychologists, professional counselors and social workers listed in Chapter 337 of the Revised Statutes of Missouri (RSMo 337). Each of these areas specifically reference practices of vocational rehabilitation counseling within the definitions of the statutes. Each of the areas also indicates the requirement of a master's degree in psychology, counseling and social work respectively. It should be noted that the RSMo 337 continues to allow the licensing of psychologists with a master's degree, however new applicants must now have a doctoral degree.

MDVR acknowledges that RSMo 337 is the standard in Missouri for the highest degree required for vocational rehabilitation counselors. Acceptable degrees under this statute include master's degrees in rehabilitation counseling, counseling or related areas, clinical psychology, counseling psychology or clinical social work.

MDVR is pleased that two VRCs completed CSPD requirements for their master's degree in counseling this past year, and several applicants mentioned above have completed their internship requirements and now meet CSPD. MDVR hired three candidates in rural VR offices and one in an urban office who did not meet the above standards. As of the date of this report, MDVR has 144 VRCs who meet the CSPD requirements. As stated earlier, there are a total of 149 VRC positions (including part-time positions). MDVR has identified five VRCs who need supplemental coursework, certification or licensure to meet the requirements for CFR 361.18 and RSMo 337, as follows:

- ? One VRC has enrolled in the rehabilitation counseling program at Maryville University in St. Louis and plans to complete her degree requirements within one year.
- ? Three VRCs recently hired in rural areas have master's degrees in a related field that does not

meet CSPD standards. They are taking the additional coursework to obtain the necessary degree to meet CSPD through West Virginia University's Rehabilitation Counseling Program. Their CSPD requirements should be met within one year.

? One VRC who was recently hired in an urban area did not have the necessary master's degree. She is taking coursework at West Virginia University in their rehabilitation counseling program. This counselor was initially hired as a bilingual technician.

MDVR continues to prioritize the CSPD funding of the VRCs mentioned above who are involved in university coursework, certification (CRC) and licensure (LPC). RSA grants are funding the coursework for those students at West Virginia University and half of the costs for the staff person at Maryville University. MDVR is committed to ensuring that VRCs' tuition, fees and books are funded to obtain necessary coursework to meet the above requirements.

The Human Resource Manager (HRM) for MDVR develops an individualized plan with each newly hired staff member to identify/evaluate specific staff development needs, required courses, available resources and timelines necessary to achieve the standards in RSMo 337, or as mentioned above, the appropriate CRC requirement. The HRM also monitors each staff development plan to ensure that all objectives are met. As necessary, the HRM consults with the state licensing boards and CRC officials. All staff is required to submit updated transcripts to the HRM to ensure compliance with the objectives of the standards.

MDVR has not been significantly affected by shortages of qualified personnel. MDVR instituted a new salary schedule in FY09 to assist with recruitment and retention of counseling staff. MDVR salaries are now comparable to VR counseling positions in surrounding states. MDVR continues to experience difficulty recruiting in some areas of the state but feels the new salary schedule will assist in attracting more candidates. In a few offices, MDVR needed to recruit individuals who did not fully meet the standards mentioned above due to a shortage of qualified applicants. Individuals who do not meet the initial minimum standards must have a bachelor's or a master's degree in a non-related area, are informed about the CSPD requirements and agree to comply with supplemental coursework. All counselors placed under CSPD are expected to complete this requirement within a five-year period from the date of hire. Even with these challenges and the need to require staff to take courses to meet CSPD requirements, MDVR does not feel that there will be significant problems that inhibit the ability to recruit and hire qualified staff.

The above plan is non-discriminatory and encourages the retraining and recruitment of persons with disabilities and from diverse backgrounds.

Annually MDVR reviews the performance evaluations for rehabilitation staff to determine if they are consistent with the actual job functions, agency values and the Rehabilitation Act mandates. A part of this evaluation assesses their levels of performance based on the RSA performance indicators.

## **Staff Development**

Describe the state agency's policies, procedures, and activities to ensure that all personnel employed by the designated state unit receive appropriate and adequate training in terms of:

1. a system of staff development for professionals and paraprofessionals within the designated state unit, particularly with respect to assessment, vocational counseling, job placement, and rehabilitation technology; and
2. procedures for the acquisition and dissemination to designated state unit professionals and paraprofessionals significant knowledge from research and other sources.

Staff Development: MDVR has a comprehensive program for in-service training and staff development for all positions. Staff at all levels will attend training in new employee orientation, cultural diversity training, sexual harassment prevention and customer service. Supervisory staff and upper management personnel are required to attend training in leadership, supervision, performance appraisal methodology and other training offered through the state and private sources.

All new professional and paraprofessional staff, together with their district supervisor, completes the New Employee Training Manual or New Support Staff Training Manual which assists in their professional development and understanding of the rehabilitation field and the agency's goals, priorities and responsibilities in serving individuals with disabilities under the federal/state VR program. MDVR has an ad hoc team that will continually evaluate staff development needs.

In addition to New Employee Orientation, new professional staff receive training specific to vocational counseling/career development, job development/job placement and assessment from the Technical Assistance and Continuing Education Center (TACE) at the University of Missouri-Columbia.

Annually MDVR supports staff attendance at the Power-Up Conference, which promotes the use and understanding of assistive technology and rehabilitation technology services and resources across the state. This conference is sponsored by the Missouri Assistive Technology Project. MDVR has an ad hoc assistive technology team which will assist the agency in staff development activities for assistive technology.

Staff development needs are established in a number of ways. An annual training needs survey is sent to all professional and paraprofessional staff to ascertain their needs and interests. MDVR also monitors performance of staff and has incorporated this into individual performance on performance indicators. Other methods to determine the staff development needs are Quality Assurance Reviews, TACE center surveys, evaluation of consumer satisfaction studies, feedback and recommendations from the State Rehabilitation Council and Individual Staff Development/Leadership plans.

Results of the training needs survey are shared with members of the administrative team and regional managers. MDVR works to provide training in a variety of ways to accommodate staff needs. The majority of staff request that training be conducted on a regional basis.

The nature and scope of the staff development program is tied to the overall goals and priorities

of MDVR. MDVR is committed to improving staff competencies to ensure that the Rehabilitation Act, as amended, will be fully implemented and the philosophy embraced. MDVR training supports the goals and priorities that have been established in the statewide assessment of need.

MDVR is in the fifth year of a RSA grant for in-service training to assist with staff development. The following are the grant's goals, which are supportive of MDVR's goals and priorities:

1. Improve Quality of Rehabilitation Services
2. Enhance Customer Satisfaction
3. Strengthen Partnerships

MDVR continues to participate and collaborate with research programs, partner agencies and the TACE Center for Region 7. MDVR worked with the Missouri Department of Mental Health (DMH) and the Institute for Community Inclusion from the University of Massachusetts-Boston on a National Institute of Mental Health (NIMH) grant on the Missouri Mental Health Employment Project. As a result of this grant, they were able to secure grant funding from the Johnson and Johnson-Dartmouth College Community Mental Health Program to implement evidenced-based supported employment for persons with serious mental illness. Emphasis is placed upon training MDVR and DMH staff and provider networks.

Other training areas which MDVR frequently sponsors or staff participates in are:

- ? Legal and Ethical Issues in Rehabilitation
- ? Medical and Psychological Aspects of Disability
- ? Autism Spectrum Disorders
- ? Vocational Counseling
- ? Americans with Disabilities Act
- ? Sexual Harassment Prevention
- ? Cultural Diversity
- ? Job Development/Job Placement/Supported Employment
- ? Transition from School to Work and Individuals with Disabilities Education Act (IDEA issues)
- ? Workforce Investment Act/Workforce Development Initiatives
- ? Command Spanish
- ? Assessment
- ? Rehabilitation Technology
- ? Missouri Rehabilitation Association Annual Conference
- ? Individual training requests pertinent to the field of rehabilitation
- ? Attendance at conferences/workshops related to MDVR (e.g. Traumatic Brain Injury, Issues Forum, APSE-MO, Power Up Assistive Technology)

Trainings are provided statewide, regionally or web-based.

#### **Personnel to Address Individual Communication Needs**



Describe how the designated state unit has personnel or obtains the services of other individuals who are able to communicate in the native language of applicants or eligible individuals who have limited English speaking ability or in appropriate modes of communication with applicants or eligible individuals.

Personnel to Address Individual Communication Needs: MDVR employs eight Vocational Rehabilitation Counselors for the Deaf (VRCDs) located throughout Missouri who are skilled in manual communication for the deaf and hard of hearing. Individuals served by MDVR will be referred to one of these VRCDs for services. Each year, they gather for training to discuss services and meet with students at the Missouri School for the Deaf. MDVR will send representatives to the Missouri Association for the Deaf Biannual Conference, which is scheduled for August 2010.

MDVR employs five VRCDs who are deaf or hard of hearing. One is completing her CSPD requirements and working toward a master's degree in rehabilitation counseling from Maryville University in St. Louis.

MDVR staff work with several Assistive Technology Projects located at various Centers for Independent Living in the state, which have Demonstration Centers to explore, review and demonstrate various assistive technology devices, services and resources available to individuals with alternative communication needs. The agency has developed an ad hoc Assistive Technology Team and has identified four assistive technology specialists to assist staff with any assistive technology-related needs regarding services to individuals with disabilities.

Applicants and eligible individuals who have limited English-speaking skills are provided interpreters funded by MDVR. MDVR has all brochures and many forms translated into Spanish so that individuals and families who speak Spanish have access to information in their native language. MDVR is also providing Command Spanish training through Missouri Western State University to both professional and support staff to assist with basic phrases and information which can be communicated to clients who speak Spanish. As mentioned previously, MDVR received priority training funding and hired two hourly employees to assist with staff development and Hispanic liaison activities in the Kansas City and Central Missouri areas. One of those employees is no longer with the agency. MDVR has hired a counselor in the Cape Girardeau office who is fluent in Spanish.

#### **Coordination of Personnel Development Under the Individuals with Disabilities Education Improvement Act**

Describe the procedures and activities to coordinate the designated state unit's comprehensive system of personnel development with personnel development under the Individuals with Disabilities Education Improvement Act.

Coordination with personnel development under Individuals with Disabilities Education Act (IDEA): MDVR works closely with the Division of Special Education and school districts to coordinate staff development activities and services for students with disabilities.

During FY09, the Transition Team, composed of MDVR staff and special education personnel from both the state and local level, focused on participation in special education transition-related trainings/professional development activities. Examples of these activities include participating in the regional Transition to Higher Education training conducted by MoAhead, conducting four breakout sessions in the DESE Summer Transition Institute and participating in the "Ask the Expert" training event hosted by KU and the Missouri Transition Coalition.

The Cooperative Work Experience Program Agreement (COOP) outlines the goals, activities and responsibilities of MDVR and school systems of services for students with disabilities. The total number of school districts participating in the COOP program has steadily increased over the years from 363 in FY03 to 399 in FY09 out of 449 districts. MDVR continues to work with local school districts in an effort to obtain additional agreements.

In FY09, a total of 6,737 students with disabilities worked with VR counselors prior to graduation. Of all the eligible transition students who received VR services and exited the program, 627 obtained a successful employment outcome. The overall success rate for students with disabilities referred to MDVR for transition services prior to graduation/exit from high school was 63% for FY09.

MDVR, the Division of Special Education, school personnel and CRP staff are involved in partnership activities, joint training and technical assistance activities. The assistant director of Transition Services is an active member of the state's Special Education Advisory Panel (SEAP) and a member of the Missouri Interagency Transition Team (MITT). In addition, the regional director of Development and Evaluation--West for MDVR is an advisory board member of the National Secondary Transition Technical Assistance Center (NSTTAC) funded by OSEP to initiate plans for program improvement and development regarding transition-related State Performance Plan-Special Education (SPP) indicators. The regional director is also an active participant of the Missouri interdisciplinary state team at the annual national state planning institute hosted by NSTTAC, which focuses on capacity building plans to improve secondary transition services in Missouri.

State Rehabilitation Council: The State Rehabilitation Council reviews and comments on the development of the CSPD plan and related policies.

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**Attachment 4.11(a) Statewide Assessment**

Provide an assessment of the rehabilitation needs of individuals with disabilities residing within the state, particularly the vocational rehabilitation services needs of:

- individuals with most significant disabilities, including their need for supported employment services;
- individuals with disabilities who are minorities;
- individuals with disabilities who have been unserved or underserved by the vocational rehabilitation program; and
- individuals with disabilities served through other components of the statewide workforce investment system.

Identify the need to establish, develop, or improve community rehabilitation programs within the state.

#### Results of a Comprehensive Statewide Assessment of the Rehabilitation Needs of Missourians with Disabilities

The Missouri Division of Vocational Rehabilitation (MDVR) and the State Rehabilitation Council (SRC) jointly conduct a comprehensive, statewide assessment of the rehabilitation needs of Missourians with disabilities, annually over a three-year period. MDVR submits the results of the needs assessment to the Rehabilitation Services Administration on an annual basis. This attachment pertains to the first of a three-year statewide assessment period and illustrates all areas of need. The conclusions and recommendations of these assessments are incorporated into MDVR's goals and priorities for the purpose of improving services to individuals with disabilities.

MDVR uses the following methods to collect, in aggregate, information on the rehabilitation needs of Missouri individuals with disabilities:

##### a. Consumer Satisfaction Surveys

Each month, MDVR surveys a random sample of clients' cases during the Individual Plan for Employment (IPE) stage and at case closure to obtain feedback on VR services and to determine how to better serve the needs of individuals with disabilities.

##### b. Public Hearings

Annually, MDVR conducts public hearings throughout the state to obtain input on the state plan, its key goals and priorities, plan changes and any other topic related to VR services. In FY2010, MDVR, the SRC and the Statewide Independent Living Council jointly held public hearings in Kansas City, St. Louis, Cape Girardeau, Springfield and Jefferson City, Mo.

##### c. Input from the State Rehabilitation Council

During quarterly meetings, the SRC provides input to MDVR on the rehabilitation needs of individuals with disabilities.

##### d. Strategic Teams

MDVR utilizes both ad hoc and on-going teams, such as the Community Rehabilitation Program

(CRP)/VR Team, Transition Team, and Cultural Diversity Team, to gather data from its partners, school districts and underserved individuals with disabilities. At a minimum, teams meet two times a year.

e. Focus Groups

Seven focus groups, consisting of a random sample of current and former clients, were held throughout the state during spring 2009 to obtain input on Vocational Rehabilitation (VR) services for individuals with disabilities.

f. Analysis of Standards and Indicators

On a quarterly basis, MDVR management reviews data to ensure the Standards and Indicators are being met or exceeded. The SRC annually reviews and analyzes this information with MDVR.

Additional assessment methods include:

- ? Quality Assurance case reviews
- ? quarterly reviews of case management data
- ? census data annually or as data is available
- ? data from the American Community Survey
- ? data from other state and federal agencies
- ? data from state and community boards and commissions
- ? due process hearings and mediations--annually MDVR analyzes feedback from hearings

1. The following is a summary of the comprehensive statewide assessment results in response to the rehabilitation needs of individuals with disabilities, particularly the service needs of:

(a) Individuals with the Most Significant Disabilities (MSD) Including Their Need for Supported Employment (SE) Services

Based on MDVR data from the last two years and the current rate of individuals entering each priority category, the projected number of eligible individuals with MSD who will receive VR services in FY11 will be approximately 10,087. Of that number, approximately 3,700 individuals will need SE services.

From the comprehensive statewide assessment, MDVR identified the following services as necessary to meet the key needs of the MSD:

? SE Services -- The nature of the service itself requires intensive one-on-one job training. Services are provided by accredited CRPs and include job development, job coaching, natural supports, task analysis and assessment, counseling and advocacy services. Usually, SE services will not exceed nine months but may be provided for up to 18 months.

? Assistive Technology and Rehabilitation Engineering Services -- Services include assessment and recommendations for accommodations, assistive devices and assistive technology necessary to improve the quality of work and/or increase work productivity. Services are usually provided over a four-week period by accredited CRPs and qualified rehabilitation engineers.

? Self Employment Services -- Individuals with MSD will need assistance in setting up approved business plans for self employment. These services may include required business equipment, various supplies, rental fees or start-up costs for the plan. Services will be provided by VR counselors and business consultants as needed.

? Assessment Services -- MDVR is in the process of working with the CRP/VR Team (comprised of MDVR counselors, supervisors and CRP administrators) to identify new strategies and models of service which will reduce the number of assessment services in the future. Assessments can range from community-based supported employment assessments to comprehensive assessments. All vocational assessments are accredited and provided by CRPs.

(b & c) Individuals with Disabilities Who Are Minorities and Individuals Who Have Been Unserved or Underserved by the Vocational Rehabilitation Program

An analysis of the comprehensive statewide assessment revealed that other than individuals on the waiting list, there are no populations in Missouri that are unserved. VR counselors refer individuals on the waiting list to Missouri Career Centers and other resources to assist with employment, housing, food and clothing needs.

The needs assessment identified underserved individuals with disabilities as minority populations of Hispanics and African-Americans, individuals with Autism Spectrum Disorders (ASD) and individuals with Traumatic Brain Injury (TBI).

Hispanic Population:

Based on MDVR data from the last three years, the projected number of eligible individuals with disabilities who are Hispanic that will receive VR services in FY11 will be approximately 439. After analyzing data from the census and the American Community Survey, MDVR feels these individuals are significantly underserved when compared to the total number of Hispanics in Missouri.

From the comprehensive needs assessment, MDVR identified the following services as necessary to meet the key needs of Missouri's Hispanic population with disabilities:

? Interpreter Services -- These services depend upon the specific needs of clients and are provided by MDVR's bilingual VR rehab techs and state-contracted interpreters. The duration of interpreter services mirrors the length of other services.

? Translated forms-- Many of MDVR's translated forms and brochures are now available in offices and on the MDVR Web site.

? Job Placement Services -- Services involve specialists who identify and cultivate job placement possibilities in the community. These services offer short-term follow-up support and can last between three and nine months. VR counselors and accredited CRPs provide job placement services.

? SE Services (see description above)

? Assistive Technology and Rehabilitation Engineering Services (see description above)

? Assessment Services (see description above)

#### African American Population:

Based on MDVR data from the last three years, the projected number of eligible individuals with disabilities that are African-American who will receive VR services in FY11 will be approximately 5,800. MDVR data reveals that, as a percentage, there are fewer Caucasians dropping from services than African-Americans, therefore a percentage of African-Americans are underserved. In addition, MDVR reviewed data from the census and the American Community Survey and feels these individuals are significantly underserved when compared to the total number of African-Americans in Missouri.

From the comprehensive needs assessment, MDVR identified the following services as necessary to meet the key needs of Missouri's African-American population with disabilities:

? Intensive Follow-Up Services -- MDVR established the need for intensive follow-up services for individuals at risk of dropping out of services. Key VR staff, VR intake counselors and CRPs assist with follow-up services and activities. Clients are contacted to uncover reasons for leaving or barriers to receiving services. Key VR personnel and CRP staff work with community resources to alleviate any barriers. These intensive follow-up services are implemented before clients' cases are closed and can last between three and nine months.

#### Autism Spectrum Disorders (ASD):

Based on MDVR data from the last three years, the projected number of eligible individuals with ASD who will receive VR services in FY11 will be approximately 900. Other variables could have an effect on this estimate such as the economy and the number of applicants coming into the system. VR reviewed information and recommendations from the Missouri Autism Spectrum Disorder Study and Recommendations on Employment and Vocational Rehabilitation, the National Institute on Disability and Rehabilitation Research's ?Vocational Rehabilitation Service Models for Individuals with Autism Spectrum Disorders,? the Missouri Division of Developmental Disabilities, the Missouri Commission on Autism Spectrum Disorders, and the Journal of Vocational Rehabilitation's ?Employment and Adults with Autism Spectrum Disorders: Challenges and Strategies for Success? by Dawn Hendricks, Virginia Commonwealth University. Based on this information and research, as well as other sources, MDVR concludes these individuals are underserved.

From the comprehensive statewide assessment, MDVR identified the following services as necessary to meet the key needs of individuals with ASD:

? SE Services (see description above)

? Assistive Technology and Rehabilitation Engineering Services (see description above)

? Assessment Services (see description above)

? Job Placement Services (see description above)

? Transition Services -- Transition services assist students with disabilities in the secondary school setting to successfully prepare them for transitioning into post-secondary education or integrated employment. Services can be provided by MDVR, the Division of Special Education, local school districts, CRPs and Supported Employment Service Providers.

? Workplace Modifications?individuals with ASD may experience difficulties in modulating sensory input. Environmental assessments can be provided to identify distractions such as noise levels, lighting, high traffic areas, etc. Services are provided by accredited CRPs and can overlap SE services.

? Other training appropriate to need such as vocational technical school, community college or college.

Traumatic Brain Injury (TBI):

Based on MDVR data from the last three years, the projected number of eligible individuals with TBI who will receive VR services in FY11 will be approximately 880. MDVR reviewed data from the CDC, the Missouri Department of Health and Senior Services and the Missouri Head Injury Advisory Council and discovered that estimates for Missourians with TBI exceed 14,000. Based on this information and the number of our clients with TBI, MDVR concludes these individuals are underserved.

From the comprehensive statewide assessment, MDVR identified the following services as necessary to meet the key needs of individuals with TBI:

? Assessment Services (see description above)

? SE Services (see description above)

? Job Placement Services (see description above)

? Assistive Technology and Rehabilitation Engineering Services (see description above)

? Transition Services (see description above) (data indicated that one of the highest risk groups was ages 15 to 24)

(d) Individuals with Disabilities Served Through Other Components of the Statewide Workforce Investment System

Based on information from the Workforce Development Board, the projected number of individuals with disabilities that will be served through the Missouri Workforce Investment System for FY11 is approximately 8,000.

From the comprehensive needs assessment, MDVR identified the following services as

necessary to meet the key needs of individuals with disabilities served through other components of the statewide Workforce Investment system:

- ? job search assistance
- ? labor market information
- ? resume assistance
- ? case management
- ? assessment
- ? individual planning
- ? educational attainment
- ? skills development and training

Individuals providing the services are representatives from workforce development and other Workforce Investment Act program partners. These services vary in length and could last up to 18 months.

## 2. The Need to Establish, Develop, or Improve Community Rehabilitation Programs within the State

a) Establish new CRPs: MDVR does not believe that there is a need to establish new CRPs.

b) Expand/develop current network of CRPs: No, MDVR does not believe that there is a need to expand or develop the current network of CRPs.

c) Improve CRPs: Yes, MDVR has identified the following strategies to improve CRPs within the state:

? The CRP/VR Team will make recommendations to improve services.

? MDVR will develop a ?report card? for CRPs to evaluate outcomes and improve informed choice.

? Specialized services, which have a weekly fee, will convert to an employment outcome-based fee structure.

? Supported employment and related services fees will become uniform flat fees.

? CRPs that provide maintenance and transportation funds to clients will be required to provide appropriate documentation signed by the clients.

? Quality incentive payments will be paid to CRPs who place clients in employment outcomes with over 32 hours per week, with earnings above 55 percent of the average Missouri State Wage, with healthcare benefits and/or with clients from an underserved population group.



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**Attachment 4.11(b) Annual Estimates**

- Identify the number of individuals in the state who are eligible for services.
- Identify the number of eligible individuals who will receive services provided with funds under:
  - Part B of Title I;
  - Part B of Title VI;
  - each priority category, if under an order of selection.
- Identify the cost of services for the number of individuals estimated to be eligible for services. If under an order of selection, identify the cost of services for each priority category.

Annual Estimates; Goals and Priorities; Order of Selection;  
Goals and Plans for Distribution of Title VI, Part B Funds; Strategies; and Progress Reports

**Annual Estimates of Individuals to Be Served and Costs of Services**

The number of individuals in the Missouri Division of Vocational Rehabilitation (MDVR) who were eligible for services as of May 4, 2010 was 21,836.

The total estimated number of eligible individuals in Missouri who will receive services from MDVR in FY11 is 29,068. The estimated number of eligible individuals who will receive services in FY11 in Part B Title I is 25,359 and Part B Title VI Program is 3,741.

The estimated cost in FY11 for serving the above individuals in the Titles I and VI programs is approximately \$50,074,390.

As described in Attachment 4.11(c)(3) of this state plan, MDVR is currently in an order of selection.

Category	Title I or Title VI Funds	Estimated Number to be Served	Average Cost of Services
Category 1	\$20,881,021	10,087	\$2,070
Category 2	\$28,592,477	18,080	\$1,581
Category 3	\$600,892	901	\$666

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			—
Totals	\$50,074,390	29,068	\$1,722

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**Attachment 4.11(c)(1) State Goals and Priorities**

The goals and priorities are based on the comprehensive statewide assessment, on requirements related to the performance standards and indicators, and on other information about the state agency. (See section 101(a)(15)(C) of the Act.) This attachment should be updated when there are material changes in the information that require the description to be amended.

- Identify if the goals and priorities were jointly developed and agreed to by the state VR agency and the State Rehabilitation Council, if the state has a council.
- Identify if the state VR agency and the State Rehabilitation Council, if the state has such a council, jointly reviewed the goals and priorities and jointly agreed to any revisions.
- Identify the goals and priorities in carrying out the vocational rehabilitation and supported employment programs.
- Ensure that the goals and priorities are based on an analysis of the following areas:
  - the most recent comprehensive statewide assessment, including any updates;
  - the performance of the state on standards and indicators; and
  - other available information on the operation and effectiveness of the VR program, including any reports received from the State Rehabilitation Council and findings and recommendations from monitoring activities conducted under section 107.

Goals and Priorities

The Missouri Division of Vocational Rehabilitation's (MDVR) goals and priorities for FY 2011 are based upon the following:

- ? RSA monitoring feedback from the Section 107 Monitoring Review
- ? comprehensive statewide needs assessment
- ? focus group feedback
- ? performance on standards and indicators
- ? State Rehabilitation Council (SRC) input and recommendations
- ? other sources, i.e., Community Rehabilitation Providers (CRPs) legislative input, consumer satisfaction surveys, input from the Client Assistance Program, public hearings, etc.

Based upon the above, MDVR and the SRC developed FY2011 goals, priorities and strategies in order to focus on improving accountability and performance for service providers; increasing client wages and benefits; improving services, resources and employment outcomes for persons with Autism Spectrum Disorder (ASD); and reducing the number of purchased vocational assessments.

The following FY2011 goals and priorities for vocational rehabilitation and supported employment programs have been revised from the prior year. Goals and priorities were jointly developed and agreed upon by MDVR and the SRC, as described in Attachment 4.2(c) of this state plan.

#### Goal 1

Improve the accountability and performance of service providers.

Baseline: Develop a new report card for CRPs that measures quality employment outcomes and success rates for MDVR-referred consumers.

#### Objective 1

Increase wages and hours worked for consumers.

Baseline: At the end of FY09, the average MDVR client average wage was \$9.98 per hour; average hours worked was 29 hours per week.

#### Strategies

1. Implement a revised payment-for-performance provider agreement in FY2011 emphasizing clear expectations and performance measures.
2. Review effectiveness of quality incentive payments to providers.

3. Develop training on how to review and utilize the data in the new case management system.
4. Periodically monitor performance of providers by utilizing the data in the system.
5. Integrate fiscal data with case services to improve accountability.

#### Goal 2

Increase employment outcomes for individuals with ASD.

Baseline: The number of employment outcomes in FY09 for individuals with ASD was 77.

#### Strategies

1. Develop and maintain close working relationships with state and local partners (i.e. Department of Mental Health, Workforce Development partners, Independent Living Centers, CRPs, etc.) to maximize resources and develop appropriate services and support systems.
2. Work with the Technical Assistance and Continuing Education (TACE) program to develop Innovation and Expansion projects with CRPs to expand and improve services and outcomes to clients with ASD.
3. Coordinate joint training activities with TACE for MDVR counselors and direct services CRP staff to improve services and outcomes for clients with ASD.

#### Goal 3

Reduce the amount of purchased vocational assessments by 15%.

Baseline: \$10.6 million of purchased vocational assessments for FY09 per RSA 2.

#### Strategies

1. MDVR counselors will more fully utilize CareerScope, Missouri Connections and counselor assessments.
2. Develop and implement joint training with CRP and VR staff on the new employment services model.

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#### **Attachment 4.11(c)(3) Order of Selection**

- Identify the order to be followed in selecting eligible individuals to be provided vocational rehabilitation services.
- Identify the justification for the order.
- Identify the service and outcome goals.
- Identify the time within which these goals may be achieved for individuals in each priority category within the order.
- Describe how individuals with the most significant disabilities are selected for services before all other individuals with disabilities.

### **Justification for order of selection**

#### Justification

MDVR continues to experience an increase in the cost of providing services to persons in all categories. Due to this increase in the cost of services and the insufficient financial resources, MDVR is not able to provide services to all eligible individuals. MDVR estimates that there will be 29,068 eligible individuals in FY2011 who will receive services.

### **Description of Priority categories**

Services shall be provided based upon the eligible individual's placement in one of the following priority categories:

Priority Category I: An individual with the most significant disability as defined below.

Priority Category II: An individual with a significant disability as defined below.

Priority Category III: An individual with a disability as defined below.

#### Definitions:

**Individual with the Most Significant Disability:** An individual who is seriously limited in three or more of the following functional areas: self-care; communication; mobility; self-direction; work tolerance; work skills; and/or interpersonal skills, and

a. whose vocational rehabilitation can be expected to require multiple vocational rehabilitation services over an extended period of time; and

b. who has one or more physical or mental disabilities resulting from amputation, arthritis, autism, blindness, burn injury, cancer, cerebral palsy, cystic fibrosis, deafness, head injury, heart disease, hemiplegia, hemophilia, respiratory or pulmonary dysfunction, mental retardation, mental illness, multiple sclerosis, muscular dystrophy, musculo-skeletal disorders, neurological disorders (including stroke and epilepsy), spinal cord conditions (including paraplegia and quadriplegia), sickle cell anemia, specific learning disability, end-stage renal disease, or another disability or combination of disabilities determined on the basis of an assessment for determining

eligibility and vocational rehabilitation needs to cause comparable substantial functional limitation.

**Individual with a Significant Disability:** An individual who has a severe physical or mental impairment that seriously limits one or two functional capacities (such as mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills) in terms of an employment outcome; and

a. whose vocational rehabilitation can be expected to require multiple vocational rehabilitation services over an extended period of time; and

b. who has one or more physical or mental disabilities resulting from amputation, arthritis, autism, blindness, burn injury, cancer, cerebral palsy, cystic fibrosis, deafness, head injury, heart disease, hemiplegia, hemophilia, respiratory or pulmonary dysfunction, mental retardation, mental illness, multiple sclerosis, muscular dystrophy, musculo-skeletal disorders, neurological disorders (including stroke and epilepsy), spinal cord conditions (including paraplegia and quadriplegia), sickle cell anemia, specific learning disability, end-stage renal disease, or another disability or combination of disabilities determined on the basis of an assessment for determining eligibility and vocational rehabilitation needs to cause comparable substantial functional limitation.

**Individual with a disability:** all other eligible individuals.

#### **Priority of categories to receive VR services under the order**

MDVR will serve eligible consumers with the most significant disabilities (Priority Category 1) first. Eligible consumers with significant disabilities (Priority Category 2) will be served next following with eligible consumers with disabilities (Priority Category 3).

The following procedures will be followed in the implementation of the order of selection:

- 1) An eligible individual will be placed in the appropriate priority category and receive written notification of the assigned priority category. The eligible individual's date of application will be used to determine the order of services within a priority category.
- 2) Individuals will be notified of their right to appeal their category assignment.
- 3) An eligible individual's placement in a priority category may be changed under justifiable circumstances.
- 4) Rationale for placement will appear in the individual's case file.
- 5) The order of selection shall in no way affect the provision or authorization of diagnostic and evaluation services needed to determine eligibility.

6) Services authorized or provided to any eligible individual shall not be disrupted as a result of an order of selection or the closing of a priority category.

7) Order of selection priority categories do not apply to post-employment services.

8) All funding arrangements for providing services, including any third-party arrangements and awards by MDVR, shall be consistent with the order of selection. If any funding arrangements are inconsistent with the order of selection, MDVR shall renegotiate these funding arrangements so that they are consistent with the order of selection.

9) The order of selection shall in no way affect eligible individuals' access to services provided through MDVR's information and referral system.

10) Eligible individuals who are in a priority category that is not open, shall be provided accurate vocational rehabilitation information and guidance, including counseling and referral for job placement, using appropriate modes of communication to assist them in preparing for, securing, retaining or regaining employment. These individuals will also be referred to other appropriate federal and state programs, including the statewide workforce investment career centers.

11) Individuals being referred to appropriate programs, as mentioned above, shall be provided the following:

(A) a notice of the referral to the agency carrying out the program

(B) information identifying a specific point of contact within the agency to which the individual is being referred

(C) information and advice regarding the most suitable services to assist the individual to prepare for, secure, retain or regain employment

### **Service and outcome goals and the time within which the goals will be achieved**

#### **Estimated Timelines for achieving the Outcome Goals**

As of May 4, 2010, Categories 1 and 2 are open and do not have a waiting list. As of the above date, individuals in Category 3 are being released from the waiting list. Prior to individuals being released from Category 3, the waiting time for Category 3 was approximately 9 months.

The timeline to reach an employment outcome varies significantly with each individual. It is estimated that the average number of months to reach an employment outcome in any category is approximately 24 months.

Priority Category	Number of individuals to be	Outcome goals 26s	Outcome goals 28s	Time within which goals are to be achieved	Cost of services
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served					
1	10,087	1,380	988	24 months	\$20,881,021
2	18,080	2,470	1,450	24 months	\$28,592,477
3	901	120	50	24 months	\$600,892
4					
5					
6					
7					
8					
9					
10					

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**Attachment 4.11(c)(4) Goals and Plans for Distribution of Title VI, Part B Funds**

Specify the state's goals and priorities with respect to the distribution of funds received under section 622 of the Act for the provision of supported employment services.

**Goals and Plans for Distribution of Title VI, Part B Funds**

The FY2011 goals and priorities for the distribution of funds from section 622 of the Rehabilitation Act are:

? To increase the average wage for supported employment consumers.  
-- Baseline FY2009 - \$8.52 per hour average

? Utilize pilot projects to expand community-based services for persons with Autism Spectrum Disorder.  
-- Baseline - None available



Title VI, Part B funds are utilized for supported employment, job development, and individual and group placement models of supported employment. All Title VI, Part B funds for supported employment services are utilized through a "fee for service" as established in MDVR's supported employment cost analysis. Title I funds are also utilized for the provision of supported employment services.

In FY09, a total of 570 individuals with the most significant disabilities obtained employment outcomes after receiving supported employment services through MDVR. Of the individuals that exited the program and received supported employment services during FY09, 65 percent were successfully employed in competitive jobs. These individuals averaged \$8.52 per hour and worked an average of 25 hours per week.

It is estimated that approximately 3,741 individuals with the most significant disabilities will receive supported employment services in FY2011. It is also estimated that in FY2011, MDVR will spend approximately 3.5 million dollars in Title VI, Part B funds and Title I funds in supported employment services. These services will be provided through non-profit, accredited community rehabilitation programs.

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### **Attachment 4.11(d) State's Strategies**

This attachment should include required strategies and how the agency will use these strategies to achieve its goals and priorities, support innovation and expansion activities, and overcome any barriers to accessing the vocational rehabilitation and the supported employment programs. See sections 101(a)(15)(D) and (18)(B) of the Act and Section 427 of the General Education Provisions Act (GEPA.)

- Describe the methods to be used to expand and improve services to individuals with disabilities.
- Identify how a broad range of assistive technology services and assistive technology devices will be provided to individuals with disabilities at each stage of the rehabilitation process.
- Describe how assistive technology services and devices will be provided to individuals with disabilities on a statewide basis.
- Identify what outreach procedures will be used to identify and serve individuals with disabilities who are minorities, including those with the most significant disabilities.
- Identify what outreach procedures will be used to identify and serve individuals with disabilities who have been unserved or underserved by the VR program.

- Identify plans for establishing, developing, or improving community rehabilitation programs, if applicable.
- Describe strategies to improve the performance with respect to the evaluation standards and performance indicators.
- Describe strategies for assisting other components of the statewide workforce investment system in assisting individuals with disabilities.
- Describe how the agency's strategies will be used to:
  - achieve the goals and priorities identified in Attachment 4.11(c)(1);
  - support innovation and expansion activities; and
  - overcome identified barriers relating to equitable access to and participation of individuals with disabilities in the state Vocational Rehabilitation Services Program and the state Supported Employment Services Program.

#### State's Strategies and Use of Title I Funds for Innovation and Expansion Activities

I. All strategies identified to achieve goals and priorities, support innovation and expansion activities and overcome barriers to accessing services in vocational rehabilitation and supported employment programs in FY2011 are listed below. The following strategies have been developed, reviewed and revised by MDVR and the State Rehabilitation Council:

##### Goal 1

Improve the accountability and performance of service providers.

##### Strategies

1. Implement a revised payment-for-performance provider agreement in FY2011, emphasizing clear expectations and performance measures.
2. Review effectiveness of quality incentive payments to providers.
3. Develop training on how to review and utilize the data in the new case management system.
4. Periodically monitor performance of providers by utilizing the data in the system.
5. Integrate fiscal data with case services to improve accountability.

##### Goal 2

Increase employment outcomes for individuals with Autism Spectrum Disorder (ASD).

##### Strategies

1. Develop and maintain close working relationships with state and local partners (i.e. Department of Mental Health, Workforce Development partners, Independent Living Centers, Community Rehabilitation Providers (CRP), etc.) to maximize resources and develop appropriate services and support systems.

2. Work with the Technical Assistance and Continuing Education (TACE) program to develop Innovation and Expansion projects with CRPs to expand and improve services and outcomes to clients with ASD.

3. Coordinate joint training activities with TACE for MDVR counselors and direct services CRP staff to improve services and outcomes for clients with ASD.

### Goal 3

Reduce the amount of purchased vocational assessments by 15%.

### Strategies

1. MDVR counselors will more fully utilize CareerScope, Missouri Connections and counselor assessment.

2. Develop and implement joint training with CRP and VR staff on the new employment services model.

II. Strategies to be used to expand and improve services to individuals with disabilities:

All of the above strategies will be used to improve services to individuals with disabilities in FY2011.

Specific strategies from FY2010 will be used to expand and improve services for individuals with disabilities as follows:

From FY2010 Goal 1:

1. Develop a revised payment-for-performance provider agreement in FY2010, emphasizing clear expectations and performance measures.

2. Develop specific outcome benchmarks.

3. Develop a quality assurance review process to assess CRP outcomes.

4. Evaluate the effectiveness of the provider and the quality assurance process twelve months following implementation and on an ongoing basis thereafter.

5. Develop performance criteria on the MDVR counselor appraisal that reviews client wages in relation to Missouri's overall average state wages.

From FY2010 Goal 3:

2. Work with the TACE program to develop Innovation and Expansion (I & E) projects with CRPs to expand and improve services and outcomes to clients with ASD.

III. Strategies describing how a broad range of assistive technology services and assistive technology devices will be provided to individuals with disabilities at each stage of the rehabilitation process:

Specific strategies for the above area are listed as follows:

From FY2010 Goal 3:

1. Work with the TACE program to develop Innovation and Expansion (I & E) projects with CRPs to expand and improve services and outcomes to clients with ASD.

From FY2009 Goal 2:

1. MDVR will work jointly with CRP and other partnering agencies, including Workforce Investment partners, to develop and sponsor on-going training in assistive technology services.

2. At any time during the rehabilitation process, MDVR's statewide assistive technology specialists will provide technical assistance to VR counselors throughout the state.

3. MDVR staff will participate in activities, training programs and conferences sponsored by the Missouri Assistive Technology Project (MATP).

4. MDVR's coordinator for deaf services will meet with all Vocational Rehabilitation Counselors for the Deaf (VRCDs) on an annual basis to discuss new strategies, resources and issues for deaf and hard of hearing consumers.

5. MDVR's coordinator for deaf services will work closely with VRCDs, VRCs, partner agencies and providers to develop best case practices and reasonable and customary fees for assistive devices.

IV. Strategies describing how assistive technology services and devices will be provided to individuals with disabilities on a statewide basis:

See the above strategies on assistive technology. These same FY2009-2010 strategies will be used to identify and serve individuals receiving assistive technology devices and services on a statewide basis.

V. Outreach procedures to identify and serve individuals with disabilities who are minorities including those with the most significant disabilities:

Specific strategies that will be used to reduce cultural barriers and identify and serve individuals with disabilities who are minorities are:

From FY2010 Goal 3:

1. Work with the TACE program to develop Innovation and Expansion (I & E) projects with

CRPs to expand and improve services and outcomes to clients with ASD.

From FY2009 Goal 1:

2. MDVR will recruit rehabilitation counselors from culturally diverse backgrounds to better serve individuals with significant disabilities from underserved populations.

From FY2009 Goal 4:

1. The Diversity Team will partner with the Transition Team to develop strategies that will improve services and outcomes to high school students with disabilities from diverse backgrounds.

VI. Strategies to identify and serve individuals with disabilities who have been unserved or underserved by the VR program:

The above strategies will be used to identify and serve individuals who are underserved populations.

VII. Strategies for improving community rehabilitation programs:

The specific strategies that will be used to improve CRPs are as follows:

From FY2010 Goal 1:

1. Develop a revised payment-for-performance provider agreement in FY2010 emphasizing clear expectations and performance measures.

2. Develop specific outcome benchmarks.

3. Develop a quality assurance review process to assess CRP outcomes.

4. Evaluate the effectiveness of the provider and the quality assurance process twelve months following implementation and on an ongoing basis thereafter.

5. Develop performance criteria on the MDVR counselor appraisal that reviews client wages in relation to Missouri's overall average state wages.

From FY2010 Goal 2:

3. Develop training on how to review and utilize the data in the new system.

4. Periodically monitor performance of staff and providers by utilizing the data in the system.

VIII. Strategies to improve the performance of the state with respect to the evaluation standards and performance indicators:

All strategies listed above should have a positive effect on MDVR's performance with the standards and indicators. These strategies focus on improving quality outcomes, improving accountability, improving partnerships with providers and other agencies and expanding services to underserved populations.

IX. Strategies for assisting other components of the statewide workforce investment system in assisting persons with disabilities:

Specific strategies that will be used to improve and assist other components of the statewide workforce investment system in assisting persons with disabilities are taken from the following:

From FY2010 Goal 3:

1. Develop and maintain close working relationships with state and local partners (i.e. Department of Mental Health, Workforce Development partners, Independent Living Centers, CRPs, etc.) to maximize resources and develop appropriate services and support systems.

From FY2009 Goal 2:

1. MDVR will work jointly with CRPs and other partnering agencies, including Workforce Investment partners, to develop and sponsor ongoing training in assistive technology services.

X. How MDVR uses strategies to achieve goals and priorities identified in state plan attachment 4.11(c)(1):

MDVR utilizes a variety of teams to assist with the development and implementation of many of the strategies identified in this section. Team members include MDVR staff, management, providers, consumers and school personnel. Quality Assurance reviews are also used to assess the progress of the strategies toward the targets. MDVR's Management Team monitors outcomes and progress toward goals on a quarterly basis.

XI. How MDVR uses strategies to support innovation and expansion activities:

Goals, priorities and strategies were developed from the statewide assessment of need. Strategies to assist with improving services to clients and families with ASD were established.

XII. How MDVR uses strategies to overcome identified barriers relating to equitable access to and participation of individuals with disabilities in the State Vocational Rehabilitation Services Program and the State Supported Employment Services Program:

Specific strategies have been developed to assist with language and cultural barriers for individuals who are Hispanic. These strategies are identified in sections V, VI and XI above and help provide equitable access to vocational rehabilitation and supported employment services.

**State Plan for the State Vocational Rehabilitation Services Program  
and  
State Plan Supplement for the State Supported Employment Services Program**

**Missouri Division of Vocational Rehabilitation - Dept of Elemen and Sec Edu State Plan  
for Fiscal Year 2011 (submitted FY 2010)**

**Attachment 4.11(e)(2) Evaluation and Reports of Progress**

**Vocational Rehabilitation (VR) and Supported Employment (SE) Goals**

1. Clearly identify all VR program goals consistent with the goals described in the FY 2009 Attachment 4.11(c)(1), including an evaluation of the extent to which the VR program goals were achieved.

- Identify the strategies that contributed to the achievement of the goals.
- Provide a description of the factors that impeded the achievement of the goals and priorities.

The Goals and Priorities for FY 2009 established by MDVR and the State Rehabilitation Council were as follows:

Goal 1: Effectively serve individuals with significant disabilities to increase competitive employment outcomes.

Evaluation of Progress: Goal not met. In FY2008, a total of 4,031 individuals reached competitive employment outcomes and a total of 3,509 individuals in FY2009.

Factors that impeded the achievement of the above goals in FY09:

During FY2009, Missouri's unemployment rate rose to 9.5%, which was the highest level since 1983. The high unemployment rate combined with a 4.2% average income growth rate, which is one of the lowest in the United States, caused employment opportunities and outcomes to fall from the prior year. This has especially had a negative impact on the employment outcomes of transition-aged youth as well as persons with the most significant disabilities. The rate of decline for MDVR's employment outcomes from the prior year was about 10.5%, which correlates with the unemployment rate.

Goal 2: Increase utilization of assistive technology services with consumers.

Evaluation of Progress: Goal met.

Objective 1: Meet or exceed the number of individuals receiving technology services.

In FY08, MDVR provided a variety of assistive technology services, devices and equipment to 704 individuals for a total cost of \$2,502,695. In FY09, 802 individuals were provided assistive

technology services for a total cost of \$2,530,047.

Strategies that contributed to the achievement of Goal 2 in FY09:

Strategy 1: MDVR will work jointly with CRPs and other partnering agencies, including Workforce Investment partners, to develop and sponsor ongoing training in assistive technology services.

Strategy 2: At any time during the rehabilitation process, MDVR's statewide assistive technology specialists will provide technical assistance to VR counselors throughout the state.

Strategy 3: MDVR staff will participate in activities, training programs and conferences sponsored by the Missouri Assistive Technology Project (MATP).

Strategy 4: MDVR's coordinator for deaf services will meet with all VR Counselors for the Deaf (VRCDs) on an annual basis to discuss new strategies, resources and issues for deaf and hard of hearing consumers.

Strategy 5: MDVR's coordinator for deaf services will work closely with VRCDs, VR counselors, partner agencies and providers to develop best case practices and reasonable and customary fees for assistive devices.

Goal 3: Reduce the average amount of time from application to services.

Evaluation of Progress: Goal met.

Objective 1: Maintain or reduce the number of days to determine eligibility.

The average number of days from FY08 is 28 days, which is the same as the average at the end of FY09.

Objective 2: Reduce the number of days from eligibility to IPE by 5%.

At the end of FY08, the average number of days from eligibility to IPE was 122. At the end of FY09, the average number of days from eligibility to IPE was 116, which is approximately 5% lower than the previous year.

Strategies that contributed to the achievement of Goal 3 in FY09:

Strategy 1: The CRP/VR Team (comprised of MDVR counselors, supervisors and CRP administrators) will make recommendations to improve services.

Strategy 2: All offices will review office business processes to maximize timeliness in eligibility determination and service delivery.

Strategy 3: Appropriate management staff will carry partial caseloads to assist with timeliness.



Strategy 4: District supervisors will utilize reports to monitor timeliness from application to eligibility and eligibility to service delivery.

Goal 4: Increase the number of high school students with disabilities exiting the MDVR program into employment outcomes.

Evaluation of progress: Goal not met.

Objective 1: Increase the percentage of transition students reaching employment outcome by 2%.

In FY08, 741 transition students reached employment outcomes after services with MDVR, and 627 reached employment outcomes in FY09.

Factors that impeded the achievement of the above goals in FY09:

During FY2009, Missouri's unemployment rate rose to 9.5%, which was the highest level since 1983. The high unemployment rate combined with a 4.2% average income growth rate, which is one of the lowest in the United States, caused employment opportunities and outcomes to fall from the prior year. This has especially had a negative impact on the employment outcomes of transition-aged youth as well as persons with the most significant disabilities. The rate of decline for MDVR's employment outcomes from the prior year was about 10.5%, which correlates with the unemployment rate.

Goal 5: Increase employment outcomes for individuals with Autism Spectrum Disorder (ASD).

Evaluation of Progress: Goal partially met.

Objective 1: Increase the percentage of employment outcomes for individuals with ASD by 10%.

In FY08, 67 individuals reached employment outcomes after services with MDVR and 68 reached employment outcomes in FY09. Although this is a slight increase, it is not a 10% increase.

Strategies that contributed to the partial achievement of Goal 5 in FY09:

Strategy 1: Develop and maintain close working relationships with state and local partners (e.g. Department of Mental Health, Workforce Development partners, Independent Living Centers, CRPs, SESP, etc.) to maximize resources and develop appropriate services and support systems.

Strategy 2: Develop MDVR's Innovation and Expansion (I & E) activities with CRPs to expand and improve services and outcomes to clients with autism/ASD. These Autism I & E activities will target this underserved population including strategies for outreach to culturally diverse clients.

Strategy 3: Coordinate joint training activities with MDVR counselors and CRP staff to improve services and outcomes for clients with autism/ASD.

2. Identify all supported employment program goals consistent with the goals described in Attachment 4.11(c)(4), including an evaluation of the extent to which the supported employment program goals were achieved.

- Identify the strategies that contributed to the achievement of the goals.
- Provide a description of the factors that impeded the achievement of the goals and priorities.

FY09 Goals for the Supported Employment Program were as follows:

Goal 1: To meet or exceed the average number of hours per week worked in supported employment per consumer.

Evaluation of Progress: Goal met.

At the end of FY08, the average number of supported employment hours per week per consumer was 24 and the average number of hours per week at the end of FY09 was 25.

Goal 2: To increase the percentage of persons with the most significant mental illnesses participating in community-based services by 2%.

Evaluation of Progress: Goal not met.

At the end of FY09, the total percentage of eligible individuals exiting the VR system who received supported employment services was 29%, which was unchanged from the prior year.

Goal 3: To increase the percentage of students with disabilities participating in community-based services by 2%.

Evaluation of Progress: Goal not met.

At the end of FY08, the total number of individuals between the ages of 16-24 who received supported employment services and reached an employment outcome was 418. This number decreased to 276 at the end of FY09.

Goal 4: To increase the number of supported employment outcomes for those individuals who are MSD Hispanic.

Evaluation of Progress: Goal not met.

Title VI, Part B funds are utilized for supported employment, job development, and individual

and group placement models of supported employment. All Title VI, Part B funds for supported employment services are utilized through a "fee for service" as established in MDVR's supported employment cost analysis. Title I funds are also utilized for the provision of supported employment services.

Factors that impeded the achievement of the above goals in FY09:

During FY2009, Missouri's unemployment rate rose to 9.5%, which was the highest level since 1983. The high unemployment rate combined with a 4.2% average income growth rate, which is one of the lowest in the United States, caused employment opportunities and outcomes to fall from the prior year. This has especially had a negative impact on the employment outcomes of transition-aged youth as well as persons with the most significant disabilities. The rate of decline for MDVR's employment outcomes from the prior year was about 10.5%, which correlates with the unemployment rate.

3. Provide an Assessment of the performance of the VR program on the standards and indicators for FY 2009.

Evaluation of MDVR performance on standards and indicators in FY09:

In FY09, MDVR did not meet performance indicator 1.1, however met the overall required successful performance for standards one and two. Although MDVR met all required levels of performance, the evaluation revealed the following areas of need and priority for MDVR:

? MDVR needs to improve the number of employment outcomes. MDVR is in the process of working with CRPs to redesign services to focus on employment outcomes. New models of services will be implemented in fall 2010, which will reduce the number of vocational assessments and development milestone payments for the CRPs after placement.

? MDVR needs to continue to focus and improve quality employment outcomes. Performance Indicator 1.5, which compares client average wages with Missouri average wages, minimally meets the requirement. MDVR implemented quality incentives on April 1, 2010 with CRPs to provide a monetary incentive for the following employment outcomes for clients:

- Hours worked over 32 hours per week
- Earnings at or above 55% of the Missouri State Average Wage
- Health care benefits provided through employer
- Placement of an underserved population

? MDVR needs to reduce the number of non competitive employment outcomes, i.e. homemaker closures. MDVR management has met with district supervisors and counselors to discuss this issue. In addition, homemaker closures will be monitored on a regular basis.

? Certain populations, such as individuals with ASD continue to be underserved. Joint training with MDVR and CRPs has been developed to improve services and employment outcomes.

## Standard 1: EMPLOYMENT OUTCOMES ?

PERFORMANCE INDICATOR 1.1 ? The number of individuals exiting the Vocational Rehabilitation (VR) program who achieved an employment outcome during the current performance period compared to the number of individuals who exit the VR program after achieving an employment outcome during the previous performance period.

Required standard ? Equal to or greater than previous year

FY08: 4,365 FY09: 3,903 Difference: -462

PERFORMANCE INDICATOR 1.2 ? Of all individuals who exit the VR program after receiving services, the percentage that are determined to have achieved an employment outcome.

Required Standard 55.8% FY09: 61%

\*PERFORMANCE INDICATOR 1.3 ? Of all individuals determined to have achieved an employment outcome, the percentage who exits the VR program in competitive or self-employment with earnings equivalent to at least the minimum wage.

Required Standard 72.6% FY09: 89.9%

\*PERFORMANCE INDICATOR 1.4 ? Of all individuals who exit the VR program in competitive or self-employment with earnings equivalent to at least the minimum wage, the percentage who are individuals with significant disabilities.

Required Standard 62.4% FY09: 99.5%

\*PERFORMANCE INDICATOR 1.5 ? The average hourly earnings of all individuals who exit the VR program in competitive or self-employment with earnings levels equivalent to at least the minimum wage as a ratio to the state's average hourly earnings for all individuals in the state who are employed (as derived from the Bureau of Labor Statistics report ?State Average Annual Pay? for the most recent available year).

Required Standard .52 FY09: .54

PERFORMANCE INDICATOR 1.6 ? Of all individuals who exit the VR program in competitive or self-employment with earnings equivalent to at least the minimum wage, the difference between the percentages who reported their own income as the largest single source of economic support at exit and the percentage that reported their own income as the largest single source of support at application.

Required Standard 53 FY09: 58.7

## Standard 2: EQUAL ACCESS TO SERVICES ?

PERFORMANCE INDICATOR 2.1 ? The service rate for all individuals with disabilities from minority backgrounds as a ratio to the service rate for all non-minority individuals with disabilities.

Required Standard .80 FY09: .85

\* INDICATES A ?PRIMARY INDICATOR?

4. Provide a report on how the funds reserved for innovation and expansion (I&E) activities were utilized in FY 2009.

Evaluation and Reports of Progress of Innovation and Expansion Activities to Expand and Improve Services to Individuals with Disabilities and to Support the SRC and SILC

An analysis of MDVR's numbers served, employment outcomes, statewide census data, feedback from public hearings, as well as recommendations from the SRC, indicated a need for more vocational rehabilitation services for individuals from Hispanic cultures. As mentioned in the above, MDVR developed proposals from interested CRPs or SESP's in Missouri to develop services for individuals who are most significantly disabled, including supported employment services for individuals who are Hispanic. The evaluation of these grants indicate that most of these I & E activities involved staff development, outreach, translation of forms and brochures and staff competency in serving this diverse population.

MDVR also received additional priority in-service training funds from RSA to hire part-time employees to assist with diversity priorities. These part-time employees assist with the development of staff development activities as well as with outreach in diverse communities. The employees include a diversity consultant and two bilingual rehabilitation technicians. These part-time employees assist MDVR with I & E diversity initiatives and participate with MDVR's Diversity Team, which was appointed to improve services to persons from diverse cultures. One of the bilingual rehabilitation technicians is currently taking classes toward a master's degree in rehabilitation counseling and is striving to meet CSPD requirements to be an MDVR counselor.

Currently, MDVR has established a need for I & E projects with individuals with ASD. MDVR is working with the TACE project and CRPs to develop programs, training and resources for this underserved population.

Funding Utilized for State Rehabilitation and Independent Living Council Activities

In FY09 MDVR utilized Part B, Title I funds for SRC and Part B, Title VII funds for State Independent Living Council quarterly meetings. These funds are primarily used to pay for council members' travel, meeting expenses and supplies.

**State Plan for the State Vocational Rehabilitation Services Program  
and  
State Plan Supplement for the State Supported Employment Services Program**

**Missouri Division of Vocational Rehabilitation - Dept of Elemen and Sec Edu State Plan  
for Fiscal Year 2011 (submitted FY 2010)**

**Attachment 6.3 Quality, Scope, and Extent of Supported Employment Services**

- Describe quality, scope, and extent of supported employment services to be provided to individuals with the most significant disabilities
- Describe the timing of the transition to extended services

**Quality, Scope, and Extent of Supported Employment Services**

The Missouri Division of Vocational Rehabilitation (MDVR) maintains cooperative, written agreements with nonprofit, private Supported Employment Service Providers (SESPs) to provide services on a fee-for-service basis. Effective May 17, 2010, all supported employment fees authorized by MDVR will be a uniform, flat rate as recommended by the most recent RSA 107 Monitoring Review.

Title VI, Part B funds are used to secure SESP services for consumers. Some of the services may include:

- ? community-based assessments
- ? job coaching services
- ? surveying businesses for potential community-based assessments and work sites suited to the needs of the consumers
- ? analysis of all relevant job-related variables, (i.e., transportation, job restructuring, tax credit for employers, etc.)
- ? providing long-term, extended services support with the consumer or employer; a minimum of twice per month

MDVR is committed to providing greater access to SE services. The scope of SE services reaches throughout the state. Since 2003, all counties in Missouri are being served by SESP.

During FY09, 5,298 MDVR consumers with the most significant disabilities received SE services. Sixty-five percent of the SE consumers who exited the program were successfully employed in competitive jobs. SE consumers worked an average of 25 hours per week and earned an average of \$8.52 per hour.

MDVR partners with local SESP to maximize benefits for their mutual consumers. Each Vocational Rehabilitation (VR) district office developed a ?partnering plan? with SESP outlining joint activities. The goals of the partnering plans are to foster strong working relationships and improve services for consumers.

One of the methods that MDVR uses to continuously improve SE services and the service delivery process is through the use of a strategic team. The CRP/VR team, comprised of management and staff from MDVR and CRPs, meets several times a year to assess the needs of CRP/SESP programs and SE consumers. The team works on increasing services, reviewing feedback and monitoring progress of process improvements.

To assist in determining the quality and effectiveness of SE services, MDVR surveys its consumers. The FY09 Customer Satisfaction Survey results indicated that 94 percent of SE clients, who left services both successfully and unsuccessfully, felt their experience with VR was good, and 97 percent felt VR treated them with respect.

#### Transition to Extended Services

MDVR can provide up to 18 months of community-based job training. During the provision of assessment, job development and job coaching, the need for services is reviewed in three-month increments by the VR counselor, the SESP and the SE consumer. Transitioning from supported employment to extended services occurs when the consumer requires job coaching services for 25 percent of the work time or less. In cases where consumers have serious and persistent mental illness, the 25 percent level does not apply; instead, the benchmark is the successful achievement of goals and objectives as outlined in monthly progress reports.

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